012 The Operator Who Is Changing Their Own Building

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/012-the-operator-who-is-changing-their-own-building-2/

The Demand

Name the one change you are currently trying to make in your building that is meeting resistance. Run it through the five levers before the next pre-shift. Can every cast member state it in one sentence? Have the right people been involved in how it gets implemented? Have you identified the most respected cast member whose adoption matters most and invested there first? Are you modeling the change yourself, visibly, without exception? Have you named the first visible sign that it's working so the cast can see it before the momentum fades? Five questions. One change. Run them before you walk in tomorrow.

The Work

Name the one change you are currently trying to make in your building that is meeting resistance:
Run it through the five levers before your next pre-shift:
Can every cast member state the change in one sentence?
Have the right people been involved in how it gets implemented?
Have you identified the most respected cast member whose adoption matters most, and invested there first?
Are you modeling the change yourself, visibly, without exception?
Have you named the first visible sign that it's working, so the cast can see it before momentum fades?
The lever you are weakest on, and what you will do about it before you walk in tomorrow: