044 The Operator Who Stopped Reading the Room

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/044-the-operator-who-stopped-reading-the-room-2/

The Demand

Tomorrow, build one deliberate emotional read into the shift — a pre-shift check-in on how the team is actually doing, or a post-shift extraction of what the room felt like. Empathy isn't something you have or don't; it's infrastructure you either design or skip. Design it once, tomorrow.

The Work

Name the last high-pressure shift where you missed the emotional state of your team or Guests:
Is your empathy currently instinctive (felt in the moment) or infrastructure (designed and built)?
One deliberate emotional read you will build into tomorrow's shift:
☐ A pre-shift check-in on how the team is actually doing
☐ A post-shift extraction of what the room felt like
☐ Other:
What you expect the designed read to catch that instinct alone missed on your busiest shifts: