087 The Culture the Operator Is Actually Building

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/087-the-culture-the-operator-is-actually-building-2/

The Demand

This week, name one micro-moment from last night's shift — a small interaction, a tone, a shortcut someone took — and ask what it actually reveals about the culture you're building, not the one you intend to build. The culture you have is the sum of your micro-moments, not your mission statement. Pick one to change tomorrow.

The Work

Name one micro-moment from last night's shift — a small interaction, a tone, a shortcut someone took:
What did that moment actually teach the cast about what's rewarded and what's punished?
Compare it to the culture you intend to build:
The culture I say I'm building:
The culture my micro-moments are actually teaching:
The gap between the two:
One micro-moment you will change tomorrow to close that gap: