113 The Failed Operator Profile

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/113-the-failed-operator-profile-2/

The Demand

Name the one attribute in this profile that is closest to true for your operation right now. Not the one that makes you most comfortable — the one you have been labeling irrelevant. Write it down. That is the first honest read. Everything else follows from it.

The Work

Which attribute in the Failed Operator Profile is closest to true for your operation right now?

☐ Reactive — the operation runs me, I don't run it

☐ I blame the market for turnover

☐ I treat all cast the same regardless of performance or development

☐ I can't clearly name what makes my operation different from the one down the street

☐ I mistake the absence of crisis for the presence of health

☐ I believe my years of experience make a framework unnecessary

☐ I have been cutting corners on the Guest experience to protect margin

The attribute I selected:

Why I have been labeling it irrelevant:

What it has cost my operation:

The one question I have been avoiding asking:

What I will do differently starting tomorrow: