2185 Product The Five Easy Pieces Theory

Product Fieldbook · https://kb.jeffreysummers.com/docs/2185-product-the-five-easy-pieces-theory/

The Demand

Before your next pre-shift, pick one standing policy that defaults your team to "no" — a substitution rule, a modification limit, a sign on the wall. Ask your team directly: could we find a yes here? Show them the Five Easy Pieces diner scene if you haven't already, and ask the one question afterward — which restaurant do you work in? Decide, based on their answer, what the policy needs to become.

The Work

The policy or sign in your operation that currently defaults your team to no:

The last specific Guest request this policy blocked:

Was there a way to get to yes that the policy prevented — yes or no, and how:

When you show your team the diner scene and ask "which restaurant do you work in," what do you expect them to say honestly:

Rate your team's default posture toward Guest requests, 1-5, 5 being "always hunting for the yes":

The policy you will retrain or remove this week so your team's default becomes finding yes: