2385 The Three Communication Tools

Product Fieldbook · https://kb.jeffreysummers.com/docs/2385-the-three-communication-tools-2/

The Demand

Before your next shift, run your shift meeting with intention for ten minutes — not a rundown of covers and reservations, a genuine setting of the standard. Then pick one cast member for a one-on-one this week focused on their development, not a performance correction. Decide right now whether your managers are on the stage acting in the moment, or supervising from the side.

The Work

Rate each communication tool as currently used in your operation (1-5, 5 = used with full intention):

The shift meeting:

Does it set the collective standard and reinforce culture, or just relay logistics:

The one thing you will say in your next shift meeting that sets a standard, not a task list:

The one-on-one:

Name the cast member and the growth conversation you will have with them this week:

The manager on the stage:

Does your manager act at the point of experience, before the Guest has to say a word, or supervise from a distance:

The one correction or recognition you will deliver live, on the stage, during your next shift: