3115 Training vs Coaching Know the Difference

People Fieldbook · https://kb.jeffreysummers.com/docs/3115-training-vs-coaching-know-the-difference-2/

The Demand

This week, you stop managing and start coaching at least once per shift. If you keep telling the cast what to do instead of showing them why it matters and building it in the moment, you get compliance — a cast that executes the step but never creates the experience.

The Work

1. Pick one moment this week where you would normally just tell a cast member what to do. Instead, demonstrate it yourself, in the moment, on the stage.
2. Correct one mistake this week at the point it happens, not later in a meeting. Name what happened, show the better version immediately, and confirm the cast member can repeat it.
3. Recognize one thing a cast member did well this week the moment you see it — not in a review, in the moment, specifically.
4. Run one daily one-on-one this week instead of waiting for a scheduled performance review. Keep it short and specific to one behavior.
5. Check yourself against the training-culture-versus-coaching-culture list: are you centralized or decentralized, are you working from manuals or real-life experience, are you managing rules or coaching moments. Pick one column item to shift this week.

By the end of this week, you have coached — demonstrated, corrected, or recognized in the moment — at least once per shift, not once per meeting.