# 3120 Push vs Pull

People Fieldbook · https://kb.jeffreysummers.com/docs/3120-push-vs-pull-2/

## The Demand

This week, you sort what you are delivering to your cast into Push and Pull, and you stop force-feeding Pull content before anyone is ready for it. If you keep pushing developmental knowledge on a mandated schedule, the cast is present in the room and absent from the material — the information passes through and leaves nothing behind.

## The Work

1. List what you currently deliver to new and existing cast members. Mark each item Push (technical proficiency — POS, recipes, safety, role process) or Pull (growth knowledge — cross-training, expanded responsibility, judgment).
2. Confirm every Push item is still mandated on day one regardless of readiness. Do not soften this.
3. For every Pull item currently delivered as a mandatory session, convert it to available-on-demand this week: a resource cast members can access, a mentor they can approach, a growth opportunity they can see and request.
4. Identify one cast member showing genuine curiosity or hunger for more responsibility right now. Deliver a Pull resource to them specifically this week — do not wait for a scheduled training date.
5. Track whether that cast member follows through and asks for more. If they do, the Pull moment landed. If they do not, they were not ready yet — leave the resource available and move on.

This week, you deliver at least one piece of growth content through Pull — offered when someone was ready — instead of Push on a mandated schedule.