3130 Mastery Over Compliance

People Fieldbook · https://kb.jeffreysummers.com/docs/3130-mastery-over-compliance-2/

The Demand

This week, you identify one place your cast is being trained toward compliance only, and you push it toward mastery instead. If you leave development at the compliance ceiling — follow these steps, say these words — you get the task done and the Guest does not come back for it.

The Work

1. Pick one scripted or heavily standardized task your cast performs. Identify where the script ends and judgment should begin.
2. This week, teach the judgment, not just the script. Show one cast member how to read a specific situation the manual does not cover, and let them make the call.
3. Reframe one mistake this week as a learning moment instead of a correction only. Walk the cast member through what they can read differently next time, not just what they did wrong.
4. Have one top performer coach one newer cast member this week on a judgment call, not a step-by-step task.
5. Confirm development continues past onboarding for at least one cast member this week — check in on their growth, not just their checklist completion.

This week, at least one cast member moves from executing a script to making a judgment call you coached them toward.