# 3155 The Privilege of Making Mistakes

People Book · https://kb.jeffreysummers.com/docs/3155-the-privilege-of-making-mistakes/

In a restaurant culture that punishes mistakes, the cast learns one thing above all else: don't try anything you're not certain about. Don't take initiative. Don't offer the recommendation you're not sure of. Don't attempt the recovery you haven't been trained for. Play it safe. Do the minimum. Avoid the correction.

That cast doesn't grow. And a cast that doesn't grow doesn't build the GX that builds the brand.

The cast that grows is the one that was given permission to make mistakes and expected to learn from them. Permission doesn't mean tolerance for carelessness — standards still hold. It means the cast member who tries something, fails at it, and corrects it is doing exactly what the culture requires. The operator who punishes the attempt punishes the initiative that made it possible.

Ingvar Kamprad said it in 1976: "Only while sleeping one makes no mistakes. Making mistakes is the privilege of the active — of those who can correct their mistakes and put them right."

Only the inactive make no mistakes. The cast member who never makes one isn't performing at a level that challenges them. They're coasting at the level of certainty. And coasting doesn't produce growth — it produces the cast member who leaves because there was nothing here worth staying for.

The operator who builds a learning culture isn't tolerating mistakes. They're investing in the cast member who is active enough to make them — and developing enough to correct them.