3160 The Learning Zone

People Fieldbook · https://kb.jeffreysummers.com/docs/3160-the-learning-zone-2/

The Demand

This week, you place every cast member who has mastered their current role one step past it — not two, not ten. If you leave a capable cast member sitting in the comfort zone, you are not being kind. You are watching them quietly decide there is nothing left to learn here, and that decision ends in them leaving.

The Work

1. List your cast members who have plateaued: no new mistakes, no new questions, steady output at the same level for months.
2. For each one, identify their current zone: comfort (nothing new asked), panic (gap too wide to bridge), or learning (hard but reachable).
3. For anyone sitting in comfort, name the next single step: a new section, a new responsibility, a mentoring assignment, one shift outside their normal role.
4. Assign that one step this week. Not the whole ladder — one rung.
5. Check in after their first attempt at the new step. Confirm it landed in the learning zone, not the panic zone. Adjust if it is too much or too little.

By Friday, at least one cast member you identified as plateaued has been moved one deliberate step past where they were standing.