3370 The Cast Culture That Forms Between the Lines

People Fieldbook · https://kb.jeffreysummers.com/docs/3370-the-cast-culture-that-forms-between-the-lines-2/

The Demand

This week, you design the recurring interactions your cast reads meaning into, instead of leaving them to chance. If you let [Micro-Moments] happen unmanaged, your cast will absorb whatever the last unplanned interaction taught them — that disagreement is unsafe, that your questions are not genuine, that the standard yields under pressure — and you will not know it happened until the silence is already a pattern.

The Work

1. Write down the answer to each of the four things your newest hire already knows: is it safe to disagree with the Lead, do you mean it when you ask what they see, does the standard hold under pressure, are the veteran cast members worth modeling. Be honest, not aspirational.
2. For any answer that is not what you want it to be, identify the specific micro-moment that taught it — the time someone disagreed and got shut down, the time you asked for input and ignored it.
3. Design one recurring interaction this week to correct it. Open your next one-on-one with “what's something that energized or drained you this week.” Open your next pre-shift with a question instead of a monologue.
4. Narrate the micro-moment out loud at least once this week — “I want to pause here to make sure we're hearing from everyone” — so the cast absorbs it consciously.

By Friday, you have run at least one deliberately designed micro-moment and named it out loud to your cast in the moment it happened.