3435 People Place and Process One Direction

People Fieldbook · https://kb.jeffreysummers.com/docs/3435-people-place-and-process-one-direction-2/

The Demand

This week, you name your actual values — not the ones that sound good, the ones you've already demonstrated under pressure — and you check whether your people, your physical environment, and your processes are all pointing at them. If they're misaligned, your Guest experience will read as inconsistent no matter how good your people are.

The Work

1. Recall one decision you made under pressure in the last thirty days where holding the line cost you something. Write down what that decision reveals about what you actually value.
2. Name that value in one plain sentence. Do this for up to three values total. Stop at three.
3. Check your physical environment against each value: does the stage, the back of house, the tools your cast uses support that value or contradict it?
4. Check your training against each value: does what you teach in onboarding reinforce these specific behaviors, or does it teach something generic?
5. Check your coaching against each value: when you correct a cast member, do you tie the correction back to the value, or is it just a compliance note?
6. Fix the biggest misalignment you find this week. If the environment contradicts the value, change the environment. If the training contradicts it, change the training.

By Friday, you have named your real values in writing and corrected the single largest misalignment between what you say and what your people, place, or process actually do.