3480 The Cast Who Cant Hold Fifteen Standards

People Fieldbook · https://kb.jeffreysummers.com/docs/3480-the-cast-who-cant-hold-fifteen-standards-2/

The Demand

Before your next pre-shift, you cut the list down to one focus. A cast member handed fifteen things to hold walks onto the stage having already forgotten most of them — and the operator who coaches fifteen development points in one conversation improves nothing.

The Work

1. Review your last pre-shift agenda or briefing sheet. Count how many distinct items it covers.
2. If it covers more than one or two, cut it down to the single highest-priority focus for this shift before you run it again.
3. For your next one-on-one development conversation, identify the single gap that matters most right now for that cast member — not a list.
4. Build a plan around that one gap: what specific, measurable change you expect, and when you'll check in — set the check-in date this week, not "soon."
5. Do not add a second development point until the first one is resolved or clearly in progress.

By your next pre-shift and your next one-on-one, each carries exactly one focus, specific and measurable, with a check-in date already on the calendar.