3500 The Interpersonal Conflict

People Fieldbook · https://kb.jeffreysummers.com/docs/3500-the-interpersonal-conflict-2/

The Demand

The next time two cast members clash under pressure, you diagnose before you discipline, and you regulate your own composure first. If you lose composure under pressure, the cast learns that from you — and they will apply that lesson the next time they're under pressure themselves.

The Work

1. The next time an interpersonal conflict surfaces between two cast members, pause before responding and ask: is this a pattern or a bad shift?
2. If it's a bad shift — a one-off, tied to that night's pressure — run recovery: acknowledge it happened, reset, return to the standard. Do not escalate to a disciplinary conversation.
3. If it's a pattern — repeated across multiple shifts, unrelated to that night's specific pressure — schedule a direct conversation this week about whether this person belongs in the role and in the building.
4. Before your next high-pressure shift, check your own regulation plan: name one specific behavior you will hold yourself to when the pressure spikes, and hold it visibly in front of the cast.

By the end of this week, you have correctly sorted at least one interpersonal conflict into pattern or bad-shift, responded accordingly, and modeled your own composure standard during at least one high-pressure moment.