# 3525 The Cast Conflict That Became Us vs Them

People Fieldbook · https://kb.jeffreysummers.com/docs/3525-the-cast-conflict-that-became-us-vs-them-2/

## The Demand

This week, you name the interests underneath your front-of-house-versus-kitchen divide before the story each side is telling about the other hardens further. [Binary Collapse] runs on motive attribution asymmetry — each side assumes their own good faith and the other's ignorance or hostility — and stories are much harder to change than standards.

## The Work

1. Identify the current us-versus-them fault line in your building — front versus back, veterans versus newer cast, or another specific divide.
2. Meet separately this week with a representative from each side of the divide. Ask each: what do you believe the other side doesn't understand about your work?
3. Name the interest underneath each side's position — for front versus back, this is typically Guest experience and relationship management on one side, execution quality and workable pace on the other.
4. Bring both sides together this week and name the interests out loud, explicitly stating that the interests are not opposed even though the binary has made them look that way.
5. Identify one shared action this week that serves both interests simultaneously — a joint pre-shift, a cross-visit where kitchen watches the floor during a rush or front-of-house watches a ticket rail during one.

By the end of this week, you have run the separate conversations, named the interests to both sides together, and put one shared action on the calendar that serves both interests at once.