# 3540 The Recovery Conversation

People Fieldbook · https://kb.jeffreysummers.com/docs/3540-the-recovery-conversation-2/

## The Demand

Before your next accountability conversation, you run Character vs. Context first and you walk in with questions, not a verdict. If you arrive with the conclusion already written, the conversation is a sentencing, and the cast member will defend, deflect, or disengage instead of engaging honestly.

## The Work

Structure your next recovery conversation this week in three parts.

1. Name the gap. State what the standard requires and what was produced. Stay factual. No editorial on character.
2. Understand the gap. Ask before concluding: What did you experience going into that shift? What did you need that wasn't there? What do you understand about the standard? Listen fully before responding.
3. Close the gap. Agree on what changes, what the cast member needs from you, what you need from them, the timeline, and the check-in date.

End the conversation with a written commitment, not a warning. Schedule the check-in date before the cast member leaves the room. This week, run all three parts in order, in one sitting, with the check-in date already on the calendar.