3545 When Recovery Fails

People Fieldbook · https://kb.jeffreysummers.com/docs/3545-when-recovery-fails-2/

The Demand

By the second repeat of a gap after a genuine recovery conversation, you name the exit decision instead of running a third recovery attempt. If you delay past three signals, you are not being compassionate, you are being avoidant, and the cost is paid by the cast around the miscast and the Guests who receive the gap every shift.

The Work

Check every open recovery case against these three signals this week.

- The pattern repeated after the plan was agreed to. One repeat is data. Two is a pattern. Three is a decision you have been avoiding.
- The cast member still cannot name the standard after multiple conversations. That is a values gap, not a performance gap.
- The room visibly improves when they are absent. Note it the next time it happens instead of dismissing it.

If two or more signals are present on a name, schedule the exit conversation this week. Cite the standard, not the character. State the reasoning directly. Do not delay past the signals you have already collected.