3560 The Cast Conversation That Needed More Space

People Fieldbook · https://kb.jeffreysummers.com/docs/3560-the-cast-conversation-that-needed-more-space-2/

The Demand

Before your next performance, development, or exit conversation, you build in the pause instead of running it in the margin of the shift. If you squeeze the conversation into five minutes between service and close, you will get compliance, not understanding, and the cast member will hear words without absorbing meaning.

The Work

Apply [The Designed Pause] to your next three cast conversations this week.

1. Schedule the conversation. Do not ambush it in a hallway or squeeze it between tickets.
2. In the conversation itself, build in the micro-pause: after the cast member speaks, wait a full beat before you respond. Do not prepare your next line while they are still talking.
3. For any conflict resolution, let both parties cool before you address it. Do not resolve heated conflict in the moment it flares.
4. For any difficult conversation, plan the delay deliberately. Decide when you will have it, not just that you will have it eventually.

This week, take your next scheduled performance or development conversation off the clock of the shift and give it the space the outcome requires.