3615 If No One Wants to See You Coming

People Fieldbook · https://kb.jeffreysummers.com/docs/3615-if-no-one-wants-to-see-you-coming-2/

The Demand

This week, you walk into your building unannounced and watch what happens. If your cast moves away from you instead of toward you, that is not a scheduling or communications problem, it is a leadership problem, and the cast has already decided you make their shift harder, not better.

The Work

Run the unannounced-walk test this week.

1. Walk in without warning at least once this week. Note whether cast members come toward the area you're in or find reasons to be elsewhere. Note whether people stand taller or tense up.
2. Do not rely only on your own read. Set up one honest feedback mechanism this week: an anonymous prompt to the team or a structured conversation with an outside Coach.
3. Based on what you learn, identify one specific behavior to change: finding fault first, showing up only to correct, or failing to notice effort.
4. The next time you walk the stage this week, lead with noticing the work and recognizing effort before you address any problem.

This week, run the unannounced walk, collect one piece of honest feedback outside your own perception, and change one specific behavior based on what you learn.