3625 The Other Side of the Feedback Loop

People Fieldbook · https://kb.jeffreysummers.com/docs/3625-the-other-side-of-the-feedback-loop-2/

The Demand

The next time a cast member tells you something you don't want to hear this week, you respond with curiosity and visible follow-through instead of defense or dismissal. If you handle it wrong even once in front of the room, you close a door that will not reopen on its own, and your best people will go quiet first.

The Work

Reopen the feedback loop this week.

1. Replace "how's everything going?" with a specific question this week: "What is slowing you down right now?" or "What is one thing I do that makes your job harder?" or "What would you change about how we run this operation?"
2. Ask that specific question to at least three cast members this week, in a real conversation, not a passing one.
3. When someone raises something uncomfortable, respond with curiosity, not defense. Do not dismiss it in the moment even if your instinct is to explain it away.
4. Close the loop out loud on the floor, the next shift after you act: name the specific thing they told you and what changed because of it.

This week, ask one specific feedback question to at least three cast members and close the loop out loud on one piece of feedback you have already received.