3730 The Cast That Corrects Itself

People Fieldbook · https://kb.jeffreysummers.com/docs/3730-the-cast-that-corrects-itself-2/

The Demand

This week you build the permission for [Peer Accountability] explicitly, model it visibly, and protect it the moment it happens, because the social default in your building is silence — cast members who see a peer miss the standard and say nothing, not out of indifference but out of a rational calculation that correction costs more than it's worth.

The Work

1. State the 200% Rule explicitly to the cast this week: every cast member is responsible for the person beside them, as a partner, not a monitor. Say it out loud in a pre-shift, not just in a handbook.
2. Model it yourself this shift: correct a cast member in a way that demonstrates the standard is about the Guest, not about the cast member's failure. Do this in front of the team at least once.
3. Watch for the first peer correction that happens after you model it. When it happens, protect it visibly — thank the cast member who corrected, and confirm to the cast member who received it that they were supported, not judged.
4. Audit your last month of corrections: have you ever shamed a cast member in front of peers rather than aligning them to a standard. If so, name the moment and repair it directly with that cast member this week.

By the next shift, model one visible correction that protects rather than shames, and name it to the cast as the standard going forward.