3730 The Cast That Corrects Itself

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The server who watches a teammate miss a table and steps in before the Guest notices. The host who catches a seating error and resets it before the server inherits a problem. The cast member who sees a peer losing the pace and covers without being asked — not out of heroism but out of the understanding that their success and their teammate's success are not separate things.

This is [Peer Accountability] in the People fundamental. And it is the hardest version to build because it runs directly against the social default. The social default in most buildings is to not correct a peer — because correction risks the relationship, the belonging, the standing in the group. [Social Friction] is the force that kills peer accountability before it starts. The cast member who sees the problem and stays quiet has not made a selfish decision. They have made a rational calculation in a high-friction environment.

The 200% Rule changes the calculation. When every cast member understands they are responsible for the person beside them — not as a monitor but as a partner — the correction is no longer a social risk. It is the expression of the partnership. The cast member who corrects a peer in a 200% Rule culture is not criticizing. They are protecting. The cast member who receives the correction in that culture is not being judged. They are being supported.

The People discipline that produces [Peer Accountability]: establish the permission explicitly, model it visibly, and protect it consistently. The operator who corrects a cast member in front of their peers in a way that shames rather than aligns has destroyed the permission. The operator who corrects a cast member in a way that demonstrates the standard is about the Guest, not about the cast member's failure — and then steps back and lets the cast do the same — has built it.