3745 The Cast That Catches Errors Before They Reach the Guest

People Fieldbook · https://kb.jeffreysummers.com/docs/3745-the-cast-that-catches-errors-before-they-reach-the-guest-2/

The Demand

This week you build the repair reflex through low-stakes practice, because [Embedded Repair] does not run automatically — it runs when [Social Friction] is low enough that surfacing an error is the obvious move, not a risk, and if cast members hide mistakes because disclosure costs more than concealment, errors compound until they become Guest problems.

The Work

1. Run a pre-shift this week that names one likely failure mode for that shift and asks the cast directly how they would handle it. Get real answers, not a rehearsed one.
2. Run a post-shift this week that celebrates one specific recovery by name — who caught what, and how it was fixed before the Guest noticed. Say the cast member's name out loud.
3. Watch this week for whether the Lead is the only one catching misses, or whether the cast is catching each other's errors laterally. If the Lead is a single point of failure, name it and start building lateral catches deliberately.
4. Check psychological safety directly: ask one cast member this week whether they would feel safe flagging their own mistake to a peer or a Lead. Listen to the answer without defending the current culture.
5. If you find an error that was hidden rather than surfaced, treat it as a friction problem, not a compliance problem. Name what made disclosure feel costly and reduce that cost before the next shift.

By the next shift, run one pre-shift naming a likely failure mode and one post-shift naming a specific recovery by name.