

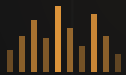
CLASSIFICATION

Operator
field guide

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THE FIRST OPERATOR
SYSTEMS ARCHITECT, THE HR OPERATOR™

THE HR OPERATOR™

SIGNAL STATUS



Line open

FREE OPERATOR SAMPLE · FIELD GUIDE 001 ·
DIFFICULT CONVERSATIONS

One framework from the field guide, given away. Run the
hard talk like a system.

TRANSMISSION ID

DC
2026 · 001

SERIES

TACTICAL WORKFORCE
INFRASTRUCTURE

PUB CODE

HR0-DC-2026-001

The Line is Open.

001
Sample

THE GOLDEN NUGGET • FREE EXCERPT

Run the hard talk **like a system.**

Most difficult conversations do not fail for lack of empathy. They fail because the manager has no system. Here is the operating arc from the full field guide. Four moves, in order, every time. It works whether you are coaching, correcting, or delivering news no one wants.

01**Frame**

One sentence of purpose. Confirm the time and the privacy. The opening is the conversation, so do not improvise it.

02**Observe**

Specific, observable, recent. Pin the issue to events, not to identity or character. Then stop talking.

03**Listen**

Ask one open question. Hold the silence to seven full seconds. The response is the data you came for.

04**Commit**

One action, one date, one owner. Document it the same day. Schedule the follow-up before you leave the room.

THE OPENING LINE • MEMORIZE THIS

"I want to address something directly, before it becomes larger than it needs to be. It is not a review, and it is not a decision. I want forty-five minutes with you. Is that okay?"

INSIDE THE FULL FIELD GUIDE

What the full **field guide** gives you.

The sample above is one framework. Field Guide 001 is the complete operating manual for difficult conversations under pressure: forty-plus pages, built to be run, not read.

- The full four-phase arc with the high-risk phrases that destroy the talk, and the lines that hold it together
 - A 12-point pre-conversation checklist and a conversation planning worksheet
 - Three real scenario transcripts: the high performer who turned disruptive, the talk that broke open, the yes that means no
 - When to escalate to legal: eight thresholds, with the documentation that holds up
 - The trust-recovery arc for the days after the conversation
 - The Difficult Conversation Operating System on one page, to print, laminate, and carry
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The full field guide, and the **29 others**.

Field Guide 001 is one volume of THE HR OPERATOR, the closed 30-volume core that runs the whole people function as one system. Get this guide, or get the series. The Line is Open.