

CL 18

COACHING LAYER

Coaching an Embedded Practice in real work.



Collaboration &
Teamwork



PRACTICE: The Pinned Window

Replace open-ended timing with a specific window — day, time, and timezone — so the ask can't be misread.

THE HOOK

"Please review by EOD" lands differently in Phoenix than it does in London. A specific window removes the guesswork — and removes your name from the bottleneck.

DEFAULT

BEHAVIOR SPECTRUM

EMBEDDED

01

SIGNAL

Are they catching it in time?

A request for review or feedback is going out. Note whether you're reviewing the draft, seeing it sent, or hearing about the delay after.

You see their draft: "when you get a chance." A signal, not yet confirmed as a habit.

02

REDIRECT

Is the new or default action running?

Did they name a specific day, time, and timezone, or leave the timing open? Can't tell, ask. Can tell, reinforce it.

They mention adding "By Thursday 2pm PT" to a request. You reinforce it: "Do that every time."

03

SHIFT

Is this a pattern, or one good moment?

The specific window shows up on routine requests too, not just the urgent ones.

Third request this week with a named window — not a one-off, a pattern.

04

EMBEDDED

Is it showing up unprompted?

No prompting needed. Every request carries a specific window, and follow-up nudges disappear.

A colleague says, "I always know exactly when she needs it." You name it: "Keep that."



REPEAT UNTIL EMBEDDED

BEFORE (Old Pattern)

- The Practitioner's requests use open-ended timing.
- Reviewers interpret the timing on their own schedule.

AFTER (Embedded)

- The Practitioner names a specific day, time, and timezone.
- Reviewers respond by the time named.

THE GOAL

Consistent evidence every request carries a specific window — without a reminder.