



# LIGHT™ Pilot – Operational Readiness Briefing

A short briefing for operational leaders evaluating LIGHT™ for a live pilot.

## **The Problem**

High-pressure moments are where teams fail most often. These failures aren't caused by lack of skill, but by loss of access. When pressure spikes, thinking disappears and behaviour becomes unpredictable.

Most organisations have no system to stabilise these moments.

## **What LIGHT™ Is**

LIGHT™ is a behavioural operating system for high-pressure moments.

It installs a stabilising sequence leaders can run in the first 30 seconds, creating consistency, predictability, and emotional safety under load.

It is not training, coaching, or a programme – it is infrastructure.

Used only in live moments – never practised or role-played.

## **What the Pilot Tests**

- Behavioural stability in real pressure moments
- Emotional impact on patients, families, and staff
- Reduction in escalation, conflict, and complaint severity
- Team-level consistency across shifts and roles
- Real-time visibility of intention vs impact

## **What the Team Experiences**

- A clear sequence to run when pressure hits
- Reduced cognitive load in difficult interactions
- More predictable conversations under stress
- A greater sense of control in moments that normally collapse

## **What the Organisation Gains**

- Stabilised high-pressure interactions
- Reduced emotional volatility
- Observable behavioural patterns under load
- A system that can scale without founder dependency



## Pilot Structure

- Three-week deployment
- One team (8–12 people)
- One behavioural pressure point (e.g., angry patient interactions, difficult discharge conversations, corridor conflicts, team handover tensions)
- Observation of real-time behaviour during pressure moments
- Weekly stabilisation check-ins

Zero workshops. Zero training days.

Designed to run inside normal operational flow.

## Investment

**£6,000 (all-inclusive)**

Covers:

- 30-minute team onboarding
- All materials (micro-cards, guides, digital access)
- Weekly check-ins (3 × 15 minutes)
- Post-pilot analysis and recommendations
- Full documentation of stabilisation patterns

**ROI context:** If this pilot prevents two formal complaints (£2k–£5k each to investigate) or reduces one staff absence due to distress (£500–£1k per week), it pays for itself in three weeks.

## Requirements

- One operational lead
- One team willing to participate
- Access to real pressure moments
- A brief, mandatory 10–15 minute weekly check-in between the operational lead and the Mindstage team to review pilot progress and address questions

## Decision Pathway

If you believe your team would benefit from stabilising high-pressure moments, we can schedule a short conversation to confirm readiness and identify the pressure point that matters most.

No preparation. No commitment.

This is not a pitch. It's a safe way to test behavioural infrastructure where it actually matters.

## Pilot enquiries

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