



LIGHT™ – Pilot Operating Guide

Purpose: Ensure consistent use of LIGHT™ during the pilot so we can understand how it performs in real moments.

Note: LIGHT™ is applied only in live moments – never rehearsed or role-played.

1. Access

mindstage.co.uk/light

This link gives you everything you need in one place:

- Your digital micro-card (save to your phone for easy access)
- Email address for quick feedback or enquiries
- WhatsApp voice note/message feedback option
- QR code for deeper feedback logging (also on the back of your mini-guide)

Important: Use any of these options to log moments, but only moments submitted via the QR code feed into pilot insights.

Save the links to your phone for quick access during real conversations.

2. What Makes a Pilot Moment Useful

A moment contributes to pilot insights when all conditions are met:

- LIGHT™ is applied in a real interaction where:
 - Tension rises, or
 - Clarity drops, or
 - The room starts looping
- Micro-card is open or immediately accessible (saved link or QR)
- Breath cue is taken before responding
- Moment is logged afterwards via the QR link

Note: If immediate access to the micro-card isn't possible (e.g., mid-meeting escalation), apply LIGHT™ naturally and log the moment afterwards. Only genuinely skipped interactions are excluded.

3. Remove Interpretation

You don't need to decide if a moment "counts."

A moment is included automatically when:

- You use the digital micro-card (or have it immediately accessible)
- You take the breath cue before responding
- It's a real interaction under pressure
- You log the moment via the QR code

This keeps the pilot simple, consistent, and focused on real behaviour – not judgment or memory. – not to judge individuals.

- Use LIGHT™ in the moment – the system does the rest.
- Log your moments
- Let the system do the stabilising – you just run it.



4. Environmental Placement

Place your A4 micro-card where you will see it during real leadership moments:

- handover rooms
- staff rooms
- workstations
- ward entrances
- office walls
- meeting rooms

Optional micro-placements (e.g., notes trolley, near phones, desk dividers) reinforce recognition and first moves.

These cues are critical: the micro-card carries the sequence. LIGHT™ spreads through the environment, not memory.

5. Optional Micro-Tools

- Moment Recognition strip: "LIGHT™ is for the spike, wobble, tightening"
- First Move strip: "Pause → Breathe → Begin"

Provide these only for staff who want them; they are not required to run LIGHT™.

6. Ownership

After onboarding, LIGHT™ lives in your environment. You don't need to remember steps – just use the card and breathe.

You are responsible for applying it in live interactions.

7. Pilot Conditions

- three-week deployment
- one team (8–12 people)
- one behavioural pressure point
- observation of real-time behaviour during pressure moments
- weekly stabilisation check-ins
- zero workshops. zero training days.
- designed to run inside normal operational flow

After a difficult moment, scan the QR code on the back of your micro-card to share feedback. Only logged moments feed pilot insights.

Mandatory: The operational lead participates in a brief 10–15 minute weekly check-in with the Mindstage team.

This ensures the pilot reflects OS performance, not assumptions or memory.

8. Psychological Safety

The protocol exists to keep the pilot consistent – not to judge individuals.

- Use LIGHT™ as designed
- Log your moments
- Let the system stabilise behaviour naturally

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