

Lesson 1 — Orientation & Baseline

Session 1 of 8 | Duration: 60 min | Artifact: Unassisted 3-min recording + L1 score

Purpose

Collect each manager's current, unassisted service disruption briefing as the baseline score for the course.

Phases

Time	Phase	Trainer does
0:00–0:10	Welcome & task framing	Introduce the course; state the one task that will be trained for 8 sessions. Show the five beats on screen but don't teach them.
0:10–0:20	Disruption brief	Hand out the scenario (below). 10 min for silent reading. No questions on language.
0:20–0:55	Baseline briefings	Each manager delivers a 3-min briefing to camera, one at a time. Others stay on camera as the customer. No interruptions, no help, no replays.
0:55–1:00	Close	Thank managers. State that Lesson 2 introduces the structure. Save recordings for scoring.

Scripted teacher language

“For the next 8 sessions you'll train one task: a 3-minute briefing to an industrial customer when a delivery is disrupted. Today I just want to see how you do it now.”

“You have 10 minutes to read the scenario. Then each of you will brief the customer in 3 minutes. I won't help with language or structure today — that starts next session.”

“Stay on camera during each other's briefings. You're the customer. Don't interrupt, don't ask questions. That comes later.”

Scenario — shared by all learners

Customer: Saudi Cement Group — Yanbu plant

Account contact: Yanbu operations manager (your audience for the call)

Scheduled delivery: 22,000 litres of diesel, ETA today 12:00, for the plant's backup generators

What's happened: At 06:00 this morning, the driver discovered a fuel leak during pre-route inspection at the Riyadh depot. The truck has been pulled from rotation pending repair. A replacement truck is being prepared but won't depart Riyadh until 11:00 — too late for the original 12:00 ETA. Realistic new ETA is 16:00.

What the customer needs to know: The night shift depends on backup generators that need topping up before 18:00. If the diesel is not on site by then, the plant runs a risk of unplanned shutdown overnight.

The briefing: Call the Yanbu operations manager and deliver a 3-minute service disruption briefing. Take a clear stance on the recovery plan — name the actions, times, and accountable people.

After the session

Score each manager's recording using the scorecard. Save the L1 score to the learner's portfolio folder. Do not share scores with managers until L8.

Artifact

3-min recording per manager + L1 score sheet (5 criteria, /10). Save as
AJI_[Region]_[LearnerID]_DisruptionBriefing_L1_YYYY-MM-DD.