

Lesson 2 — Structure & Core Language

Session 2 of 8 | Duration: 60 min | Artifact: 60-sec fragment (situation + one beat)

Purpose

Introduce the five-beat structure and the functional language that makes each beat work.

Phases

Time	Phase	Trainer does
0:00–0:10	Review L1 patterns	Share 2–3 observations from L1 recordings (no names). Common patterns: situation buried under apology or context; impact missing entirely; recovery actions named without times or people.
0:10–0:25	Teach the five beats	Walk through each beat on screen. Name the purpose and time budget. ~3 min per beat.
0:25–0:45	Language bank	Introduce the 8 anchor phrases (see below). Each manager says each phrase aloud once in context.
0:45–0:55	Micro-task	Each manager picks any real disruption from their own work and records a 60-sec "situation + impact" fragment.
0:55–1:00	Close	Confirm Lesson 3 drills the recovery plan beat. Save fragments.

Scripted teacher language

"The structure isn't a script. It's a checklist. If any beat is missing, the customer can't plan."

"Your customer cares about two things first: what's happened and what it means for them. Everything else comes after. The apology, if you make one at all, comes after the recovery plan — not before the situation."

"For this exercise, pick a real disruption from your own operation in the last month. Don't invent."

Language bank — 8 anchor phrases

Beat	Phrases (use each at least once during the course)
Situation	"I'm calling about [shipment / route / contract] — [what's happened, with the time]."
Impact	"This means [specific operational consequence] for your [operation]." "Your [specific dependency — pour, turnaround, shift] is affected."

Beat	Phrases (use each at least once during the course)
Cause	"The cause is [factual reason, without blame]."
Recovery plan	"[Action] by [specific time], handled by [named person or team]." "The [resource] is [committed quantity], arriving at [specific time]."
Next touchpoint	"I'll call you at [specific time] with [specific information]." "What I need from you is [specific request], by [specific time] — or nothing."

Between-session work

Each manager brings one real disruption from their own current operation to Lesson 3 — with the situation and impact already drafted in their head. They don't write a script.

Artifact

60-sec recording per manager. Situation + impact only. Save as
AJI_[Region]_[LearnerID]_DisruptionBriefing_L2_YYYY-MM-DD.