

Lesson 4 — Full Simulation (Round 1)

Session 4 of 8 | Duration: 60 min | Artifact: Full 3-min recording + diagnostic notes

Purpose

First full briefing under realistic conditions. Trainer uses the failure-pattern checklist to identify breakdowns for L5.

Phases

Time	Phase	Trainer does
0:00–0:05	Frame the session	State this is the first full run. Realistic conditions. No help.
0:05–0:20	Read the full scenario	Silent reading of the full scenario (below). Language bank visible but no teaching.
0:20–0:30	Silent prep	Managers plan their briefing. Notes allowed, scripts not.
0:30–0:55	Full briefings	Each manager records 3 min. No interruptions. Others on camera as the customer. Trainer ticks the failure-pattern checklist (below) during each briefing.
0:55–1:00	Close	Brief observation on what held together. Save recordings and the marked checklist.

Scripted teacher language

“This is the first full run. Three minutes. No restarts — if something breaks, keep going.”

“Notes yes, scripts no. If you read a script, the customer will hear it.”

“I’m not coaching during the briefing. If you get stuck on a word, use a simpler one.”

Scenario — full

Customer: Jubail Industrial City road construction project — asphalt supply contract

Account contact: Project site manager (your audience for the call)

Scheduled delivery: Five tanker trucks of hot-mix asphalt, total ~120 tonnes, ETA yesterday 22:00, for tomorrow's paving window

What's happened: Three trucks arrived on schedule. The remaining two developed issues en route:

- Truck 4 — engine fault near Hofuf. Towed to depot. Driver and cargo safe. ~40 tonnes of asphalt undelivered.
- Truck 5 — refrigeration unit failure near Abqaiq. Asphalt began hardening in the tank. Returned to the Riyadh plant for re-melting. ~40 tonnes affected.

Recovery plan in place: Truck 4's cargo will be transferred to a replacement tanker (now en route to Hofuf, ETA 14:00). Truck 5's cargo is being re-melted at the Riyadh plant; new dispatch at 16:00, arrival Jubail ~22:00. Total: 80 tonnes will reach site by 22:00 tonight.

What the customer needs to know: The paving window is weather-dependent and starts at 05:00 tomorrow. The 80 tonnes are sufficient for the planned window, but only if both replacement deliveries arrive on time. Any further delay risks postponing the paving by a full day.

The briefing: Call the Jubail site manager and deliver a 3-minute service disruption briefing.

Failure-pattern checklist

Tick the dominant patterns observed across the cohort. The top 1–2 ticks become the focus of L5.

- ☐ Situation buried — opens with apology, preamble, or context-setting before the situation is named
- ☐ Impact missing — names the disruption without saying what it means for the customer's operation
- ☐ Recovery plan without specifics — actions named without times, named people, or committed quantities
- ☐ Recovery over-runs and eats the next touchpoint
- ☐ Next touchpoint vague — "we'll be in touch" rather than specific time and content
- ☐ Tense slippage when describing what happened — mixes past, present, future in one sentence
- ☐ Vague verbs (handle, deal with, look at, fix) where ops-precise verbs exist (dispatch, reroute, expedite, reload, escalate)

Between-session work

No homework. Trainer prepares the L5 repair from the marked checklist.

Artifact

Full 3-min recording per manager + completed failure-pattern checklist (one per cohort, not per learner). Save as AJI_[Region]_[LearnerID]_DisruptionBriefing_L4_YYYY-MM-DD.