

Lesson 5 — Repair & Upgrade

Session 5 of 8 | Duration: 60 min | Artifact: Re-recorded segment on main breakdown

Purpose

Address the top 1–2 failure patterns from L4. Pick the matching repair from the menu and run it.

Phases

Time	Phase	Trainer does
0:00–0:10	Diagnose	Name the 1–2 dominant patterns observed in L4 (from the failure-pattern checklist). Show the patterns side by side.
0:10–0:35	Run the repair	Pick the matching repair(s) from the menu (below). Run the teaching move and practice activity.
0:35–0:55	Re-record	Managers re-record the segment of L4 most affected by the repair (typically recovery plan + next touchpoint). Same scenario as L4.
0:55–1:00	Close	Note what changed. Save recordings.

Scripted teacher language

“From L4, the pattern that came up most was [name pattern]. We’re going to fix that today.”

“A specific recovery action names the action, the time, AND the person. “We’re dispatching a replacement tanker, arriving Hofuf at 14:00, handled by Mansour from our Hofuf dispatch team.” That’s specific.”

“Now re-record the last 90 seconds of your L4 briefing. Same scenario. Apply the repair.”

Repair menu

Pick the move(s) matching the dominant pattern(s) from the failure-pattern checklist:

Pattern	Repair move + practice
Situation buried	Drill the opening sentence: “I’m calling about [shipment / route / contract] — [what’s happened, with the time].” Each manager says it 3× for their own current disruption. No preamble, no apology, no context-setting before the situation is named.
Impact missing	Show 3 weak / strong examples. Drill the pairing: “[Situation]. This means [specific operational consequence] for your [operation].” Always paired. The impact is the customer’s reason to keep listening.
Recovery without	Show 3 weak / strong examples. Drill the structure: “[Action] by

Pattern	Repair move + practice
specifics	[specific time], handled by [named person or team]. The [resource] is [committed quantity]." Always all three: time + person + quantity.
Recovery eats next touchpoint	Time-boxed practice: 60-sec recovery plan with a stopwatch visible. Then 35-sec next touchpoint immediately after. No bleed.
Vague next touchpoint	Drill the construction: "I'll call you at [specific time] with [specific information]. What I need from you is [specific request], by [specific time] — or nothing." Each manager names the time, information, and any ask concretely.
Tense slippage	5-min reformulation drill: trainer reads sentences with tense errors, managers reformulate aloud.
Vague verbs	5-min lexical drill: replace handle / deal with / look at / fix / sort out with ops-precise verbs (dispatch, reroute, expedite, reload, escalate, off-load, re-weigh, recover, transfer, divert).

Between-session work

Each manager rehearses the repaired segment once before Lesson 6 — out loud, not in their head.

Artifact

60–90-sec re-recording per manager of the affected segment from L4. Save as AJI_[Region]_[LearnerID]_DisruptionBriefing_L5_YYYY-MM-DD.