

Lesson 6 — Pressure Variation

Session 6 of 8 | Duration: 60 min | Artifact: 3-min briefing with interrupting customer

Purpose

Same task, one new variable: an interrupting, escalating customer. The briefing must hold all five beats under interruption. The trainer plays the customer.

Phases

Time	Phase	Trainer does
0:00–0:05	Frame the variable	Today the customer interrupts. They challenge, escalate, ask "why was I not informed earlier", demand guarantees. Same five beats, more pressure. The trainer plays the customer.
0:05–0:20	Read the scenario	New scenario (below). Silent reading.
0:20–0:30	Silent prep	Managers plan the briefing. The challenge: hold the structure when interrupted. Recover the beat, don't restart.
0:30–0:55	Briefings under interruption	Each manager delivers 3 min. Trainer interrupts twice — once during the impact beat, once during the recovery plan. The interruption is a hostile customer question. Manager must absorb the interruption, answer briefly, and return to the structure.
0:55–1:00	Close	One observation on which beats survived the interruptions. Save recordings.

Scripted teacher language

"Today I'm the customer. I'm not happy. I interrupt. I challenge. You're going to be asked: "Why was I not informed earlier?" and "What guarantee do I have this won't happen again?""

"Answer briefly — one sentence — then return to where you were in the structure. Don't restart the briefing. Don't apologise twice. Return to the beat you were on."

"The five beats still all happen. Three minutes. The interruptions don't add time — manage them inside the budget."

Scenario — new

Customer: A major industrial customer with a weekly fuel supply contract for standby generators across multiple sites

Account contact: Operations director (your audience for the call). Known to interrupt, escalate, and demand specifics. Has previously raised concerns about communication.

Scheduled delivery: Weekly fuel resupply, ETA today 10:00, three trucks totalling 60,000 litres

What's happened: The delivery is now 6 hours late. Two compounding causes:

- Driver shortage at the Dammam depot this morning — only two of the three scheduled drivers were available at 05:00. Dispatch was delayed by 90 minutes while a substitute driver was called in.
- A sandstorm closed Highway 80 between Dammam and the customer's main site for an additional 90 minutes from 08:30 to 10:00.

Recovery plan in place: All three trucks now en route. Convoy ETA 16:00 — 6 hours behind schedule. All 60,000 litres committed. No further delays expected.

What the customer will challenge: (1) Why was I not informed at 06:30 when the dispatch delay became clear? (2) What guarantee do I have this won't happen again next week? The manager must answer these directly, briefly, without defensiveness — then return to the briefing structure.

The briefing: Deliver a 3-minute briefing. Trainer will interrupt twice.

Between-session work

Each manager brings one real upcoming disruption from their own pipeline to L8 — one they expect to brief a customer on in the next 30 days.

Artifact

3-min recording per manager (with interruptions audible). Save as
AJI_[Region]_[LearnerID]_DisruptionBriefing_L6_YYYY-MM-DD.