

Lesson 8 — Evaluation & Capstone

Session 8 of 8 | Duration: 60 min | Artifact: L1/L7 reveal + capstone briefing + personal grade report

Purpose

Reveal each manager's L1 and L7 scores side by side. Run the capstone on a real upcoming disruption. Issue personal grade reports.

Phases

Time	Phase	Trainer does
0:00–0:30	Evaluation reveal	For each manager in turn (5 min each): play 30 sec of L1, then 30 sec of L7 (matched moments — usually opening + recovery plan). Show the per-criterion scores side by side. Cohort discusses what changed using the scorecard. Trainer hands the manager their personal grade report (template below).
0:30–0:55	Capstone	Each manager records a 3-min briefing on a real upcoming disruption from their own operation (one they expect to brief a customer on in the next 30 days).
0:55–1:00	Close	Each manager saves their personal grade report and capstone recording to their portfolio. Course ends.

Scripted teacher language

“Today you see what changed. We’ll play 30 seconds of your L1 next to 30 seconds of your L7.”

“Look at the criterion scores, not just the totals. The criterion that moved most is the one you’ll feel most at work.”

“The capstone is on your real disruption. The version we’ll record now is the version your customer will hear next week or next month.”

Personal grade report — template (trainer fills in for each manager)

PERSONAL GRADE REPORT

Learner: _____

Role: Fleet Operations Manager, Al Jeri Investment

Course: English for Service Disruption Briefings

Final artifact: 3-minute service disruption briefing

Criterion	L1 score	L7 score	Change
Communicative effectiveness	___ / 2	___ / 2	___

Criterion	L1 score	L7 score	Change
Clarity & structure	___ / 2	___ / 2	___
Language control	___ / 2	___ / 2	___
Lexical appropriacy	___ / 2	___ / 2	___
Time discipline	___ / 2	___ / 2	___
Total	___ / 10	___ / 10	___

Grade band (from L7 total): Distinction (9–10) / Pass with merit (7–8) / Pass (6) / Not yet passing (0–5)

Pass status: _____ (passes if $L7 \geq 6/10$ OR $L7 - L1 \geq 2$)

Strongest improvement: _____

Area to keep working on: _____

Artifact

3-min capstone recording per manager + completed personal grade report. Save both as AJI_[Region]_[LearnerID]_DisruptionBriefing_L8_YYYY-MM-DD.