

Lesson 1 — Orientation & Baseline

Session 1 of 8 | **Duration:** 60 min | **Artifact:** Unassisted 4-min recording + L1 score

Purpose

Collect each learner's current, unassisted operations briefing as the baseline score for the course.

Phases

Time	Phase	Trainer does
0:00-0:10	Welcome & task framing	Introduce the course; state the one task that will be trained for 8 sessions. Show the five beats on screen but don't teach them.
0:10-0:20	Day brief	Hand out the day brief (below). 10 min for silent reading. No questions on language.
0:20-0:55	Baseline briefings	Each learner records a 4-min briefing, one at a time. Others stay on camera as the ops team. No interruptions, no help.
0:55-1:00	Close	Thank learners. State that Lesson 2 introduces the structure. Save recordings for scoring.

Scripted teacher language

"For the next 8 sessions you'll train one task: a 4-minute briefing to your ops team at the start of the day. Today I just want to see how you do it now."

"You have 10 minutes to read the day brief. Then each of you will brief the team in 4 minutes. I won't help with language or structure today — that starts next session."

"Stay on camera during each other's briefings. You're the ops team. Don't interrupt, don't ask questions."

Day brief — shared by all learners

Site: Bujairi Terrace, Diriyah

Day: Thursday, 14 November — long weekend approaching

Summary: Footfall forecast 6,800 (high — weekend ramp). Weather: 38°C peak. Inbound VIP delegation: 30-person international embassy group arriving 14:00, At-Turaif tour then Bujairi F&B until 16:00. Vendor at outlet #14 short two front-of-house staff (sick call overnight). Tour group of 60 GCC tourism delegates booked for 11:00 At-Turaif walk then Bujairi lunch. Annual school program leadership site visit at 14:00 (separate from VIP, same window). Shaded waiting zone open this week — first weekend use.

The briefing: Deliver a 4-minute briefing to the ops team. Take a clear posture on the day — standard, high-volume, or event-grade.

After the session

Score each learner's recording using the scorecard. Save the L1 score to the learner's portfolio folder. Do not share scores with learners until L8.

Artifact

4-min recording per learner + L1 score sheet (5 criteria, /10). Save as *Diriyah_[Asset]_[LearnerID]_OpsBriefing_L1_YYYY-MM-DD*.