

Lesson 4 — Full Simulation (Round 1)

Session 4 of 8 | Duration: 60 min | Artifact: Full 4-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 brief	Silent reading of the full day brief (below). Language bank visible but no teaching.
0:20–0:30	Silent prep	Learners plan their briefing. Notes allowed, scripts not.
0:30–0:55	Full briefings	Each learner records 4 min. No interruptions. Others on camera as the ops team. Trainer ticks the failure-pattern checklist (below) during each recording.
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. Four minutes. No restarts — if something breaks, keep going.”

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

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

Day brief — full

Site: At-Turaif District, Diriyah

Day: Saturday of National Day weekend. Footfall forecast 7,800 (cap 8,000 — expecting to hit cap mid-afternoon).

Yesterday: Footfall 6,400. Dwell time averaged 2h 10m, longer than the 1h 45m target — visitors lingering in the new shaded waiting zone. F&B at Bujairi spilled into Turaif paths near the east gate around 13:30; security redirected. One medical incident (heat-related, resolved on-site). Zero escalations to head office.

Today — the moving parts:

- Three large tour groups overlap 12:00–13:30 (180-pax school, 120-pax tourism cohort, 90-pax corporate event)
- Heritage officer site inspection scheduled 15:00–16:30 — the path through the southern courtyard
- Pathway repair on the eastern corridor narrows the visitor flow to 1.8m at the choke point near the museum entrance
- Weather: 36°C peak. Cooler inside the shaded At-Turaif streets but glare on the open square between 11:00 and 14:00
- New shaded waiting zone open — second weekend of use. Yesterday it absorbed dwell-time overflow well

- Two F&B outlets on the Turaif perimeter operating at full staffing today (recovered from last week's shortage)

The briefing: Deliver a 4-minute briefing to the cross-functional ops team.

Failure-pattern checklist

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

- Posture missing — briefing opens with logistical detail before naming the shape of the day
- Yesterday named without wins/slips framing — yesterday's data dumped, not interpreted
- Priorities listed without team owners or times
- Risks named without mitigations (“there's a risk of X” left hanging)
- Risks named with mitigations but no owner (“to manage X, we'd do Y” — who?)
- Risks beat over-runs and eats the handoffs beat
- Handoffs are vague (“security, keep an eye on the east gate”) rather than specific (“security, deploy a second lead at the east gate by 11:30; escalate to me if the choke point queues exceed 8m”)
- Tense slippage when describing yesterday vs. today (mixes past and present in one sentence)
- Vague verbs (“do”, “handle”, “make”) where ops-precise verbs exist (deploy, redirect, throttle, sequence, stage, escalate)

Between-session work

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

Artifact

Full 4-min recording per learner + completed failure-pattern checklist (one per cohort, not per learner). Save as *Diriyah_[Asset]_[LearnerID]_OpsBriefing_L4_YYYY-MM-DD*.