

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	Learners re-record the segment of L4 most affected by the repair (typically risks beat + handoffs). Same day brief 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 handoff names the team, the action, the deadline, and the trigger to escalate. “Security, deploy a second lead at the east gate by 11:30. If the choke point queues exceed 8 metres, escalate to me before redirecting flow.” That’s specific.”

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

Repair menu

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

Pattern	Repair move + practice
Posture missing	Drill the opening sentence: “Today is a [standard / high-volume / event-grade] day, with [number] expected. The standout factor is [X].” Each learner says it 3× for their own current day. No exceptions to this opening structure.
Yesterday named without wins/slips framing	Show 3 weak/strong examples. Drill the pairing: “Yesterday we [number]. We held up on [X]. We slipped on [Y].” Always paired.
Priorities without owners or times	Drill the construction: “[Team], by [time], [outcome].” Each learner re-states their L4 priorities in this form. Stopwatch on the priorities beat — 60 seconds maximum.
Risks without mitigations	Show 3 weak/strong examples. Drill the pairing: “The main risks are X and Y. To manage X, [team] will [action]. For Y, [action].”

Pattern	Repair move + practice
Risks without owners	Drill: every mitigation names the team. “To manage X, security will [action]” — not “we’d do [action].”
Risks eat the handoffs	Time-boxed practice: 75-sec risks beat with a stopwatch visible. Then 30-sec handoffs beat immediately after.
Vague handoffs	Drill the construction: “[Team], I need [specific thing] by [time]. If [trigger condition], [escalation step].” Each learner names their handoffs concretely.
Tense slippage	5-min reformulation drill: trainer reads sentences with tense errors, learners reformulate aloud.
Vague verbs	5-min lexical drill: replace do / have / make / handle with ops-precise verbs (deploy, redirect, throttle, sequence, stage, escalate, peak-shift, throttle, contingency-activate).

Between-session work

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

Artifact

60–90-sec re-recording per learner of the affected segment from L4. Save as *Diriyah_[Asset]_[LearnerID]_OpsBriefing_L5_YYYY-MM-DD*.