

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 incidents beat or asks). Same case 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 ask names the action and the conditions. 'I'm asking the client to approve the executive floor deep clean access for evenings 18–21 of next month, between 19:00 and 23:00.' That's specific."

"Now re-record the last 90 seconds of your L4 walkthrough. Same case. Apply the repair."

Repair menu

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

Pattern	Repair move + practice
Status buried	Drill the opening sentence: "This month we met X of Y SLAs at [site]." Each learner says it 3× for their own current site. No exceptions to this opening structure.
SLA misses softened	Show 3 weak/strong examples. Drill direct phrasing: "We missed [KPI]. The cause was [reason]." No softening. No "challenges" or "areas of opportunity."
Incidents without resolution	Show 3 weak/strong examples. Drill the pairing: "We had [event]. We resolved it by [action]." Always paired.
Incidents without prevention	Drill the longer pattern for priority-1 incidents only: "We had

	[event]. We resolved it by [action]. To prevent recurrence, we [action]." Stopwatch on the beat — 80 seconds maximum.
Planned work without dates	Drill: "[activity], scheduled for [date], requires [access need]." Each learner names dates and access needs concretely for the next month at their own site.
Vague asks	Drill the construction: "I'm asking for [specific decision / access / information]. If approved, [next step]." Each learner names their conditions concretely.
Tense slippage	5-min reformulation drill: trainer reads incident sentences with tense errors, learners reformulate aloud in clean past simple.
Vague verbs	5-min lexical drill: replace do / have / make / handle with FM-precise verbs (rectify, restore, dispatch, mobilise, escalate, scope, isolate, commission).

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 ESOM_[Site]_[LearnerID]_ServiceReview_L5_YYYY-MM-DD.