

Lesson 6 — Pressure Variation

Session 6 of 8 | Duration: 60 min | Artifact: 5-min walkthrough under one new variable

Purpose

Same task, one new variable: a difficult month. Multiple SLA misses, a sensitive incident with accountability implications for ESOM. Walkthrough must hold all five beats in 5 minutes — same time, harder content.

Phases

Time	Phase	Trainer does
0:00–0:05	Frame the variable	Today's case is a difficult month. Multiple SLA misses. One incident where ESOM is accountable. Same five beats, same time, harder to keep the structure clean.
0:05–0:20	Read the case	New case (below). Silent reading.
0:20–0:30	Silent prep	Notes allowed. Learners must decide how to own the difficult news — not soften it, not drown it in caveats.
0:30–0:55	Walkthroughs under pressure	Each learner records 5 min. Trainer holds a visible stopwatch. At 5:00, recording stops.
0:55–1:00	Close	One observation on which beats held under the harder content. Save recordings.

Scripted teacher language

"Today's month is bad. More misses, a sensitive incident. The temptation will be to soften everything or drown it in detail. Don't. Same structure. Same five beats. Same five minutes."

"Own the difficult ask directly: 'I'm asking the client to agree on the remediation approach before we communicate formally with the sub-contractor.'"

"Stopwatch is visible. At 5:00 sharp, you're done — even if you're mid-sentence."

Case — new

Site: Riyadh Logistics Park — large warehouse and distribution complex serving e-commerce clients. 11 buildings on the site, including 3 cold storage units. ESOM holds the integrated FM contract.

Last month at a glance: difficult. 13 of 22 SLAs met. Multiple misses across hard services and the helpdesk:

- Reactive response time averaged 41 minutes against a 25-minute target
- Cold storage uptime was 98.3% against a 99.5% target
- Reactive ticket close-rate was 68% against a 90% target
- Helpdesk first-call-resolution was 51% against a 70% target
- Two SLA misses on planned-work delivery dates

Two priority-1 incidents:

- Sub-contractor hot-work incident in Packing Zone 3. A cleaning sub's hot-work activity caused minor smoke damage to a packing area and triggered a fire alarm during peak operations. Site evacuated for 45 minutes. No injuries, no client product damaged. ESOM holds the prime contract; the sub is on our paper. Internal investigation confirmed the sub's permit was not raised through the correct channel — a procedural failure on our side.
- Cold storage ammonia leak detector triggered Friday. Investigation found a false positive (a faulty sensor, not an actual leak). 90-minute precautionary evacuation of two cold storage units while testing completed. No product loss — the units stayed sealed and held temperature.

Planned for the coming month:

- Annual fire system certification — requires staged isolation across 7 days
- Cold storage compressor service schedule — 5 compressors, planned across 2 weekends
- Sub-contractor management review (driven by the hot-work incident) — we've booked an internal review and propose a joint review with the client

The asks:

- Client approval for the staged fire system isolation windows
- Agreement on a revised hot-work permit procedure (we've drafted it, attached to the report)
- A decision on the smoke damage incident remediation — we've already written to the sub but want client agreement on the remediation approach before any formal communication goes out

The walkthrough: present a 5-minute walkthrough.

Between-session work

Each learner brings their real upcoming review to L8 — the next monthly review they'll actually deliver, ideally within 30 days.

Artifact

5-min recording per learner. Save as ESOM_[Site]_[LearnerID]_ServiceReview_L6_YYYY-MM-DD.