

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 issues & resolutions beat + decision request). Same account 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 decision request names the action and the conditions. “I’m asking the client to approve the SAR 80,000 cybersecurity scoping engagement, six weeks, starting May 12. If approved, we’ll deliver the managed SOC proposal by July 1.” That’s specific.”

“Now re-record the last 90 seconds of your L4 brief. Same account. 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 quarter [account] is [on track / at risk / accelerating]. The one decision I need today is [ask].” Each learner says it 3× for their own current account. No exceptions to this opening structure.
Metrics dump without narrative	Show 3 weak/strong examples. Drill the pairing: “[metric] was [number]. That means [client-facing meaning].” A number alone is never the point — always say what it means for them.
Issues without resolutions	Show 3 weak/strong examples. Drill the pairing: “The main issues were X and Y. On X, we [action]. On Y, [action].” Always paired.
Issues eat the ask	Time-boxed practice: 75-sec issues beat with a stopwatch visible. Then

Pattern	Repair move + practice
	30-sec decision request immediately after.
Generic roadmap	Drill specificity: every roadmap item must have a date, an owner, or a deliverable. “We’ll keep working on SD-WAN” fails. “Tabuk goes live week 1 of next quarter, the remaining three by week 3” passes.
Vague decision request	Drill the construction: “I’m asking for [specific decision] today. If approved, [next step].” Each learner names the conditions 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 telecom-precise verbs (provision, decommission, escalate, remediate, fail over, restore, migrate, hand off).

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 Mobily_[Segment]_[LearnerID]_QBR_L5_YYYY-MM-DD.