

Lesson 6 — Pressure Variation

Session 6 of 8 | Duration: 60 min | Artifact: 4-min QBR brief under one new variable

Purpose

Same task, one new variable: a tighter time cap. The QBR brief must hold all five beats in 3 minutes — one minute less than standard.

Phases

Time	Phase	Trainer does
0:00–0:05	Frame the variable	Today's brief is 3 minutes, not 4. Same task, same beats, less time. The CIO has called a 30-min vendor day for 8 vendors. You get 3 minutes.
0:05–0:20	Read the account	New account (below). Silent reading.
0:20–0:30	Silent prep	Notes allowed. Learners must decide which beat takes the cut — and own the decision.
0:30–0:55	Briefs under time pressure	Each learner records 3 min. Trainer holds a visible stopwatch. At 3:00, recording stops — even mid-sentence.
0:55–1:00	Close	One observation on which beats survived the time cut. Save recordings.

Scripted teacher language

“The CIO has 30 minutes for 8 vendors. You have 3 minutes — not 4. Same five beats. One minute less.”

“Decide before you start: which beat will you compress? Don't drop one entirely — compress.”

“Stopwatch is visible. At 3:00 sharp, you're done — even if you're mid-sentence.”

Account — new

Client: Saudi Logistics Hub — logistics & freight, Q1 review

Profile. Saudi Logistics Hub operates a major distribution centre in Riyadh and three regional hubs (Jeddah, Dammam, Tabuk). They are 9 months into a 24-month enterprise contract with Mobily. Account size: SAR 6.2M annual recurring revenue.

Services in scope:

- 1,200 mobile lines (warehouse staff, fleet drivers, dispatch, executives)
- Dedicated internet at the four sites, MPLS interconnect
- Managed IoT solution — fleet tracking and trailer telemetry across 480 vehicles
- Mobily Push-to-Talk for warehouse and yard ops

Performance this quarter.

- Mobile uptime: 99.97% — met
- MPLS uptime: 99.96% — met
- IoT platform uptime: 99.94% — met

- Mean time to repair: 2h 50min — met

Issues this quarter.

- Push-to-Talk audio quality complaints from the Dammam yard — root cause traced to a misconfigured access point. Fixed in week 6. No further tickets.

Roadmap — next quarter.

- IoT expansion: 120 new trailers being added to the fleet — onboarding scheduled for May
- Tabuk hub upgrade: dedicated internet bandwidth from 200 Mbps to 500 Mbps
- Optional: real-time fleet analytics dashboard — commercial proposal ready

Client today: CIO Khalid Al-Ghamdi (vendor day, 3 min slot).

The brief: Present a 3-minute QBR brief.

Between-session work

Each learner brings one real upcoming QBR from their own book to L8 — a QBR they'll actually deliver in the next 30 days.

Artifact

3-min recording per learner. Save as `Mobily_[Segment]_[LearnerID]_QBR_L6_YYYY-MM-DD`.