

# 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 + ask). 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, the number, and the deadline. "I'm asking the committee to approve hiring 2 placement coordinators by Nov 15, fully loaded budget SAR 380k." That's specific."*

*"Now re-record the last 90 seconds of your L4 report. 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 [period], [program] is [on track / at risk / off track] against [metric]." Each learner says it 3× for their own current program. No exceptions to this opening structure.

Pattern	Repair move + practice
Performance without variance and driver	Show 3 weak/strong examples. Drill the pairing: "We delivered [X] against [Y] — a variance of [%]. The driver was [factor]." Always paired.
Outlook without confidence	Show 3 weak/strong examples. Drill the pairing: "Next quarter, [program] is scheduled to [verb] [number]. Confidence is [high / medium / low] because [reason]." Always paired.
Risks without mitigants	Show 3 weak/strong examples. Drill the pairing: "The main risks are X and Y. To mitigate X, we'd [action]. For Y, [action]." Stopwatch on the beat — 75 seconds maximum.
Risks eat the ask	Time-boxed practice: 60-sec risk assessment with a stopwatch visible. Then 30-sec ask immediately after.
Vague ask	Drill the construction: "I'm asking [group leadership / the steering committee] for [specific decision — verb + number + deadline]. If approved, [conditions or next steps]." Each learner names their conditions concretely.
Tense slippage	5-min reformulation drill: trainer reads sentences with tense errors, learners reformulate aloud. Past for what was delivered; present/future for what's coming; conditional for outlook scenarios.
Vague verbs	5-min lexical drill: replace do / have / make / handle with program-precise verbs (deliver, achieve, miss, exceed, escalate, mitigate, ringfence, accrue, scale, retain).

## 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 **MAX\_[Branch]\_[LearnerID]\_GroupReport\_L5\_YYYY-MM-DD**.

*Prepared for Maximus Saudi — Senior Program Managers cohort. Not licensed for reuse or redistribution.*