



CHOOSE YOUR OWN BOSS
AND WHY ON EARTH WOULD YOU WANT THAT?

\SCHUBERG
PHILIS



WHAT WE DO





MISSIONS

100% customer satisfaction

Become a software driven company

Become a data driven company

Orchestrate the changing ecosystem

Bring landscapes to the cloud

Shorten time to market

syntrus | ochmea

AIR FRANCE KLM

ING

JUMBO

mon@you

a.s.r.

LeasePlan Bank



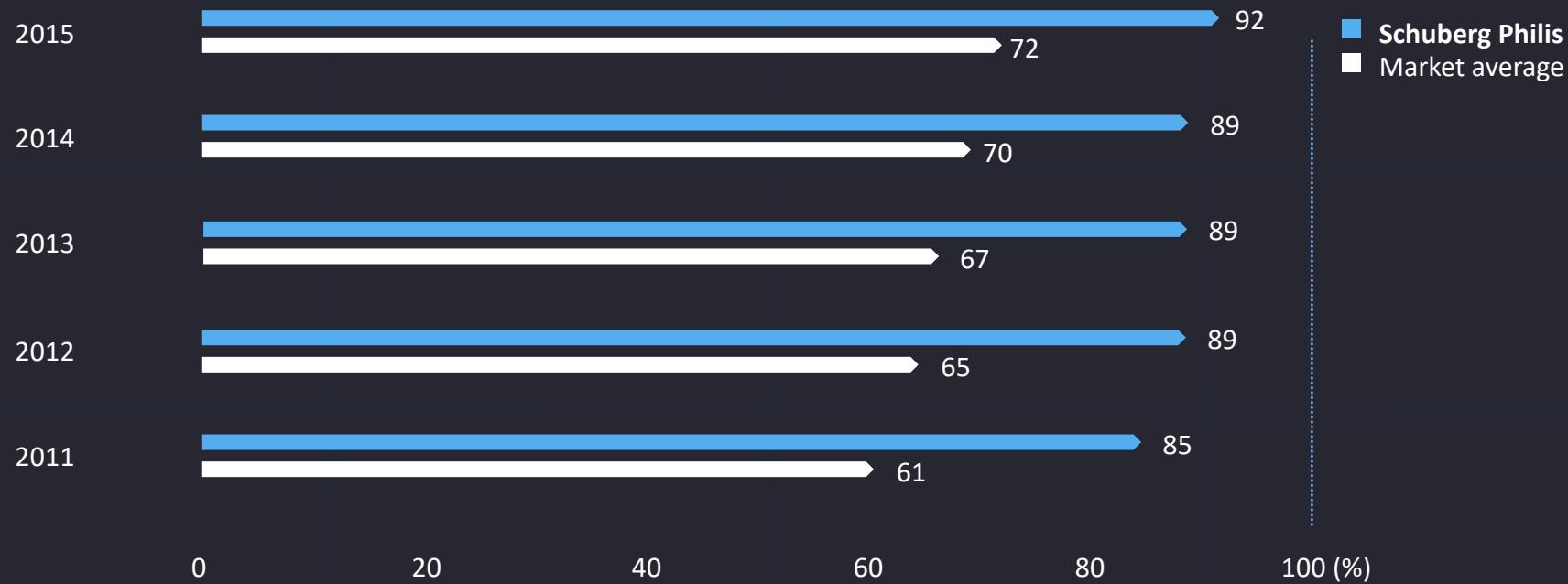
Rabobank



Loodswezen



SATISFACTION SCORES 2009-2015 SCHUBERG PHILIS VERSUS MARKET AVERAGE





SELF STEERING TEAMS

Recruitment by the team
The team recruits for expertise, attitude and ability to work in different roles. Recruitment is the most critical process.

Full responsibility
The team is responsible for design-build and operate. The team is responsible for 100% customer satisfaction.

**DELIVER WHAT YOU PROMISE,
PRIORITIZE WHAT MATTERS**

THE LINE AUTOMATION ELEMENT
Taking you to automation

No management

Leadership drives the teams. Leadership is retained through impact by team members. Different expertise areas in a team can result in different leadership roles.

VULNERABILITY IS KEY, AVOIDING FEAR IS A STRENGTH, NOT A WEAKNESS

Decision making
Decisions are made by the team. They have the context. They have the expertise. The principle of consent is used for decision making not consensus.

**ELEMENT OF STRATEGY
ENCOURAGING INNOVATION**

Distributed authority (mandate)
Authority is truly distributed to teams and roles.

WORKSHOP AND INNOVATION BASED ON EVER CHANGING NEEDS OF TEAM MEMBERS

LEADERSHIP

Roles

Roles are defined around the work not people. Roles are updated regularly. People can be active in multiple roles.

UNIQUE GROUP
OF PEERS



Information
science



Arthur



Philosopher



Jazz & Bass



Economics



In-house counselor
& Marketing



10 foster kids

195 other stories



In-house counselor
& Marketing



Remain Healthy



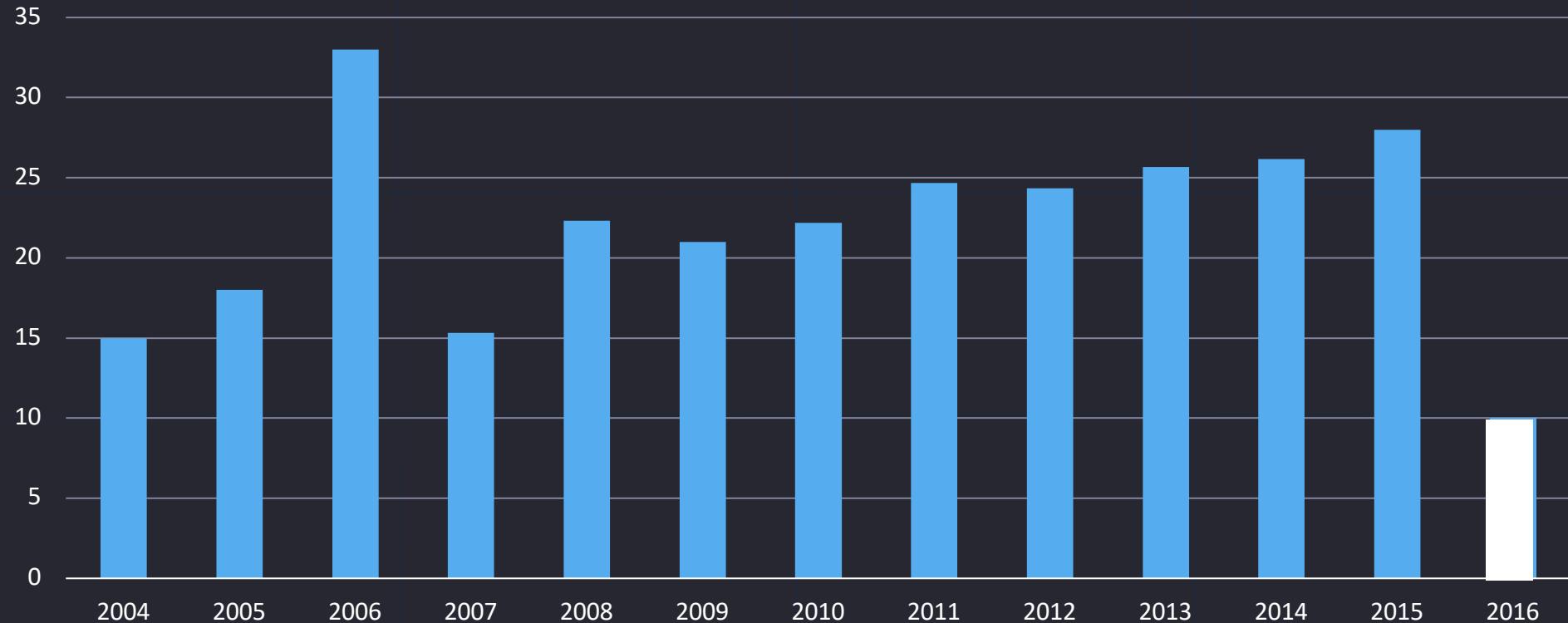
Family

SCHUBERG
PHILIS

WHAT
PROBLEM DID
WE FACE?



ENGINEERS PER HR ROLE

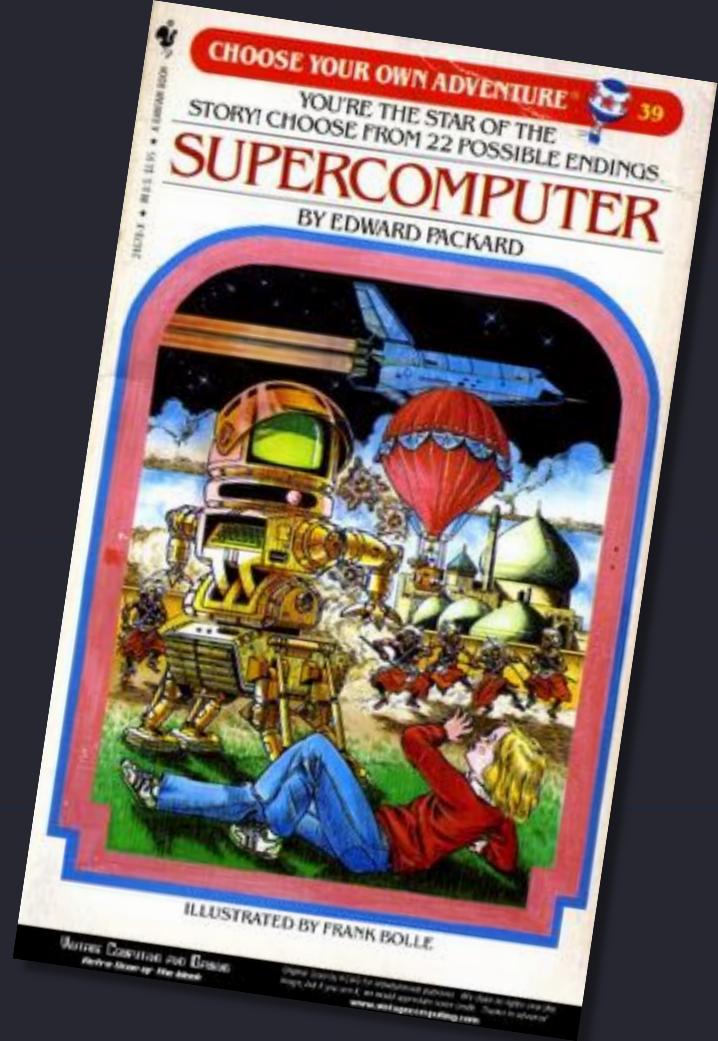




WE ACTED
OLDSCHOOL

REFRESHING OUR MINDS: WELL-BEING

- Support and ignite personal and professional development
- Choose your own Team... why not also your own “boss”?



OLYMPIC SCENARIO

1. Team up and come up with a plan
May 2015
2. Get consent for the plan
October 2015
3. Volunteers to be Coach
October 2015
4. Coach selection by engineers
November 2015
5. Matching
December 2015
6. Appraisal cycle done by both the old and new Coach



COACH SELF TEST

- My colleagues trust me and I am already a “go-to guy” (for personal stuff)
- I speak up
- I am vulnerable
- I peer with people and deeply believe we are equal
- I am genuinely interest in my peers
- I act carefully
- I take responsibility
- I have the urge and ability to connect at a deeper level
- I went out of my comfort zone
- I bring calm to emotional situations
- I am able to balance long term growth and short term output
- I challenge the (personal) status quo
- I live our shared believes and promises
- I have lived our DNA. We think this takes at least 3 years but / and it takes more than just time ;-)

WHO BECAME A COACH

- By own choice
 - intrinsic purpose
 - passion
 - taking responsibility
- By (self) assessment to the 14 characteristics
- By consent of the expertise group and the coaches group



CHOOSE YOUR OWN BOSS (COACH)



THE APPROACH

- Tailored matching. “Choose your own coach”.
In the old days we connected randomly.
It now is an ACTIVE CHOICE.
- Mutual consent: coachee and coach
- Openness in all facets of coach/career guidance, also in more troubled situations
- Learning on the job
 - basic conversation (listening) techniques
 - recurring interview in a set group



HOW WE BENEFIT

- Motivated coaches
- More personal career attention
- More care in 'difficult' situations
- A model for scaling (flexibility)
- We killed old school management
- HR was a liability, now every talk is a opportunity
- Every Jack has his Jill
- Implicit > explicit (well-being)
- Ultimately more customer satisfaction



WHATS NEXT?

- More continuous peer reviews
- Everybody
- Directors to the coaching group
- Call for new coaches
- Team well-being

The image shows a screenshot of the CorpIT mobile application. At the top, there is a blue header bar with the CorpIT logo on the left and three icons on the right: a grid, a bell, and a user profile. Below the header, there are four horizontal cards, each representing a different stage of the process:

- Selecting your peers**
January 4th
January 15th
- Writing peer reviews and discuss with your peers**
January 15th
February 3th
- Appraisal Pre-meetings**
February 4th
February 11th
- 1-on-1 Appraisal sessions**
February 22th
April 8th

DO TRY
THIS AT
HOME

