



Notes

Nov 19, 2025

Cyborg Habits Feedback Form Report

Invited Kiyasha Singh, Johannes Backer, Stephen Green, Shanne Saunders, Alison Jacobson, Justin Germishuys, Fanyana Nkosi, Barbara Dale-Jones, Lynne Hofmeyr

Attachments Cyborg Habits Feedback Form Report

Meeting records Transcript Recording

Summary

Johannes Backer reported that the Cyber project is on track and will set up a meeting with the client for the following week to facilitate invoicing before the end of the month, as requested by Barbara Dale-Jones.

Stephen Green provided an update on the Master Drive engagement, highlighting positive client reception to Allison's services, and discussed the need to codify their "executive activation" approach to bridge the gap between their daily AI capabilities and the understanding of clients.

Shanne Saunders presented the Cyborg Habits feedback report, noting high relevance across all cohorts, and along with Justin Germishuys and Barbara Dale-Jones, discussed refining the "likely to recommend" metric, addressing technical and contextual friction points like lost prompts, and planning future program revisions and content strategy. Kiyasha Singh suggested guidance for users falling behind, and Justin Germishuys confirmed that organizational dashboard consolidation, email automation, and fixing persistence errors are priorities, while also introducing the concept of "Scream Machine" sessions for thought leadership content.

Details

Notes Length: Standard

- **Cyber Project Update and Scheduling** Johannes Backer reported that the Cyber project is on track and they are working on duplication detection for documents to save time and money ([00:00:00](#)). Barbara Dale-Jones asked Johannes Backer to schedule a meeting with the client for the following week, aiming to invoice before the end of the month. Johannes Backer confirmed they would set up the meeting ([00:01:57](#)).
- **Master Drive Engagement and AI Education** Stephen Green reported on the engagement with Master Drive, stating that Allison had provided extensive services, including writing a CRM system, a booking system, and redoing brochures, which were well-received ([00:01:57](#)). Stephen Green noted the wide gap between the team's daily AI capabilities and the understanding of "normal people," mentioning that some clients struggle with basic AI tasks like creating an infographic from data ([00:03:03](#)). Stephen Green suggested codifying their "executive activation" approach into a repeatable system for executive handholding to onboard clients ([00:04:17](#)).
- **Sustaining AI Momentum and Technical Instability** Stephen Green emphasized the speed of technological progress, noting that "youngsters" who don't know something "can't be done" just show others how to do it ([00:04:17](#)). Justin Germishuys recounted a story about Andrew Ning's team using AI to quickly write an alternative to Cloudflare during an internet issue, although Kiyasha Singh noted that access issues to tools like Chat GPT highlight the advantage of locally running AI systems ([00:05:35](#)).
- **Cyborg Habits Feedback Report Discussion** Shanne Saunders shared the feedback report for the Cyborg Habits program, derived from three forms: a CEO-focused form (Form A for Pragma) and two longer forms (Forms B and C for paid and unpaid mixed cohorts) ([00:07:01](#)). Shanne Saunders highlighted that the habits were rated highly relevant across all cohorts, with almost nine out of ten participants rating them as relevant or highly relevant. Barbara Dale-Jones questioned the lower likelihood to recommend scores compared to the high relevance scores ([00:09:19](#)). Justin Germishuys suggested that the threshold for "likely to recommend" (scores of 9 or 10) might be too high, proposing that including scores of 8 or more would improve the numbers without misrepresenting the data ([00:10:22](#)).
- **Program Improvements and Most Valuable Habits** Shanne Saunders reported that Pragma showed strong gains in cognitive approach, with 22 out of 31 participants showing high improvement in problem-solving, decision-making, or strategy. The habits "Improve it" and "Critique it" were identified as the program's strongest value drivers due to offering immediate, visible, and easy-to-activate effects ([00:12:30](#)). Key themes across cohorts included

clearer, more structured thinking, improved communication, and increased confidence, speed, and efficiency ([00:13:46](#)).

- **Friction Points and Technical Issues** Shanne Saunders pointed out that harder habits like "Plan it" and "Imagine it" required more mental bandwidth, time pressure, cognitive load, and contextual embedding. A significant frustration was technical friction, specifically the loss of prompts or chat history, which broke continuity for many participants ([00:13:46](#)). Justin Germishuys and Stephen Green discussed that the loss of history might be related to using multiple versions of Co-pilot or platform persistence issues ([00:16:10](#)). Justin Germishuys agreed to follow up with participants who reported this issue for more information ([00:17:10](#)).
- **Contextual Friction and Program Design** Shanne Saunders noted that time and workload pressure were obstacles for at least 16 participants, constituting "contextual friction" rather than resistance to the program. Justin Germishuys acknowledged that while technical instability is external, they could include recommendations in the setup for how successful users manage tools within their organization ([00:18:21](#)). Regarding monotony, Justin Germishuys clarified that the challenge structure does not require daily completion, and they are working to introduce more variability in challenge sets to address the issue without increasing time pressure ([00:19:41](#)).
- **Organizational Context and Future Revisions** The report indicated that Pragma's organizational context influenced responses, with them being the only cohort to show numeric improvement ratings in strategic problem-solving ([00:22:24](#)). Barbara Dale-Jones expressed enthusiasm for the positive feedback, particularly the reported behavior change ([00:25:12](#)). Recommendations for future revisions included strengthening the anchor habits, providing more role and context-specified examples, and supporting the cognitively heavier habits like "Plan it" and "Imagine it" ([00:23:48](#)).
- **Testimonials and Content Strategy** Barbara Dale-Jones stressed the need for testimonials for marketing collateral and suggested changing the survey question to force a binary "yes or no" response on recommending the program. Shanne Saunders will follow up with respondents who indicated willingness to provide testimonials ([00:26:16](#)) ([00:28:16](#)). Justin Germishuys suggested reaching out to Bailey to ask permission to use their testimonial, which was potentially recorded by Johannes Backer ([00:27:15](#)) ([00:41:29](#)).
- **New Features and Dashboard Development** Kiyasha Singh suggested providing guidance for users who fall behind, possibly through email nudges or on-site guidance ([00:29:18](#)). Justin Germishuys is automating bi-weekly

email updates of summary statistics to facilitators like Natalie, which can help address falling behind ([00:30:42](#)). Barbara Dale-Jones suggested building an organizational dashboard, especially for organizations with multiple cohorts like NedBank and Pragma, to view usage and habit adoption ([00:36:16](#)). Justin Germishuys confirmed that the dashboard consolidation and email automation would be a priority, likely implemented between Christmas and New Year to avoid potential issues during live cohort operation ([00:37:13](#)).

- **Technical Fixes and Cognitive Requirements** Justin Germishuys explained that a previous issue with progress tracking in the custom challenges has been resolved in the refactored system ([00:32:56](#)). Kiyasha Singh identified a persistence error where reflections typed in Cyborg Habits were lost upon switching tabs, which Justin Germishuys stated is an easy fix they will address ([00:34:11](#)). Justin Germishuys speculated that "Improve it" and "Critique it" were called out as most helpful partly due to bias in the standard challenge set design, while "Plan it" and "Imagine it" require more scaffolding due to higher cognitive demands ([00:44:01](#)).
- **"Scream Machine" Concept and Thought Leadership** Justin Germishuys introduced the concept of "Scream Machine" sessions, inspired by *Monsters, Inc.*, to dedicate time to defining the broader ecosystem beyond the core Cyborg Habits product ([00:46:19](#)). This ecosystem includes blog posts, videos, and a short book to build out the commercial version of the program ([00:47:35](#)). Kiyasha Singh showed interest in using raw footage from interviews to generate avatars ([00:42:54](#)).

Suggested next steps

- Johannes Backer will schedule a time with the client for next week in the diaries to ensure invoicing is done before the month ends.
- Shanne Saunders will follow up with the people who said yes to giving testimonials and collect them.
- Justin Germishuys will investigate and fix the simple persistence error issue where typed reflections are not saved when users switch tabs.
- Justin Germishuys will implement an organizational dashboard to display summary statistics across all cohorts for admins.
- Shanne Saunders and Lynne Hofmeyr will follow up with people to understand who explicitly mentioned the loss of prompt or chat history and from where they were.

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Transcript

Nov 19, 2025

Cyborg Habits Feedback Form Report - Transcript

00:00:00

Johannes Backer: Hello once again.

Lynne Hofmeyr: Look at the dragon. I like dragons.

Johannes Backer: No. Good day.

Lynne Hofmeyr: tell me you like dragons. Try take your out.

Barbara Dale-Jones: Hello.

Johannes Backer: Seems like Shan just doesn't want to speak today.

Barbara Dale-Jones: Good day. Oh, she was having She

Lynne Hofmeyr: Shan, try and take your ear earphones out. I found with some people
Oh, and That's

Barbara Dale-Jones: was having this problem this morning as well. How's it going
with Cyber Johannes?

Johannes Backer: Uh I'm doing some pretty cool stuff. Uh getting there. Uh working
on the duplication detection for the documents because a lot of these are duplicates
and it will save us money and time with the processing. But it's on track getting there
slowly but surely.

Barbara Dale-Jones: Just remind me when meeting him.

Johannes Backer: Uh so I told her that uh we should be able to get the rest of
everything uh in terms of processing done by mid to end next week just to be safe
because this uh idea of just having a bunch of documents and trying to organize
them by client is still a little bit of a new concept.

00:01:57

Johannes Backer: So there's a lot of figuring out to do. So that's a safe time period.

Barbara Dale-Jones: And so have you got a a time with her scheduled in the diaries?

Johannes Backer: Not yet.

Barbara Dale-Jones: Won't you get that?

Johannes Backer: Uh, but I'll get on to Yeah.

Barbara Dale-Jones: Won't you get it into diaries and have it scheduled for next week
so that I want us to invoice before the month is out and the month ends at the end of

next week?

Johannes Backer: All right, I'll do that.

Barbara Dale-Jones: Will you set that up with her?

Johannes Backer: Yeah.

Barbara Dale-Jones: Thanks, Jiannis. Keep us posted. Hi, Steve. How did it go with Master Drive?

Stephen Green: Um Allison has blown them into the next universe. Um we showed them a bit of what we know some things and then Allison wrote them a CRM system. Then she wrote them a booking system and she redid most of their brochures. Uh then they asked us about their event. We reimagined their event. This is no boy.

00:03:03

Barbara Dale-Jones: It's cheaper the price.

Stephen Green: She was on full fluff.

Barbara Dale-Jones: Yeah.

Stephen Green: We we just wrote to two AI systems real quick.

Barbara Dale-Jones: And Steve is it now overs and overs.

Stephen Green: Yeah. So yeah, they are keen to engage again. So in the new year they'll be very keen to um pick up the discussion. So, you know, there's a I mean, what I can see is um how far away normal people are from what it is that we do every day.

Barbara Dale-Jones: Yeah.

Stephen Green: And what seems to be things that we we tend to get our heads around easier, they struggle. I mean, you know, like they gobsmacked that they can take a p and put it into chat GPT and then ask it a whole bunch of questions. And uh one of the one of the chaps was saying, you know, he's actually quite frustrated with Chad GPT because he's got like a simple thing. He's like, create me a infographic on the crime statistics or the hijacking statistics in South Africa.

Barbara Dale-Jones: What happened?

00:04:17

Stephen Green: And for whatever reason, he couldn't get that right. So, you know, we showed him how he could do that. Um, so there's this very basic, we've spoken about about it a lot. This idea of an executive activation. How do you do an executive handholding session to to get them on board? And I think that that's what we did today in a in a manner of speaking. So I think if we could codify what came out of

that meeting and turn it into something that could be repeatable it's not great work but it's you know can pay for the rent because it's basic stuff like when we showed them how you can ask take output from one AI and put it into another like the light bulbs went on. Oh, okay. That's like Well, that's really cool. Look at that.

Barbara Dale-Jones: It is. It is interesting this we've come far fast.

Stephen Green: We got these youngsters who don't know that it can't be done. So, they just show us how to do it.

00:05:35

Stephen Green: Hey, you must know what it's like for an older like me.

Barbara Dale-Jones: That's you guys.

Stephen Green: I've got to hang on the sides here. My fingers are nearly breaking. Clutching on to the edge.

Justin Germishuys: Hey, sounds like you're doing productive things.

Shanne Saunders: Hello.

Justin Germishuys: I was building getting Gemini 3 to build me a brave little slime platform game while I was creating a Dundee Matundai uh Vector store.

Stephen Green: I could only concentrate on one thing at a time. Justin.

Justin Germishuys: I didn't I didn't have to concent I concentrated on no things at a time.

Barbara Dale-Jones: Just don't mix them up.

Stephen Green: Yeah. Yeah.

Justin Germishuys: We're gonna deliver Brave Little Slime to Dande next week.

Shanne Saunders: Hey.

Justin Germishuys: You don't need a strategy. What you need is Brave Little Slime.

Stephen Green: Yeah. By the way, let's just quickly write you an AI to replace connectivity.

Justin Germishuys: Yeah. But I was reading I was telling some of the others during tech connect I saw a LinkedIn post and yesterday you know a lot of the internet was down because of a issue with Cloudflare and Andrew Ning who is one of the godfathers of AI founder of Corsera and deep learning AI he said kudos to my team for using AI to write a quick alternative to Cloudflare so that we could get our site up and running

00:07:01

Justin Germishuys: yesterday before anyone else. But now Kia pointed out that you

know she wanted to do something like that but couldn't access chat GPT because so there are advantages to having like your locally running um AI systems.

Stephen Green: Yep.

Shanne Saunders: Can you guys hear me?

Barbara Dale-Jones: We

Justin Germishuys: Okay.

Stephen Green: Hi.

Justin Germishuys: Now

Shanne Saunders: Oh, hallelujah. Okay, cool. I'm going to share screen with the feedback uh report.

Barbara Dale-Jones: Yeah, take it away. Sh.

Shanne Saunders: Okay, give me a sec. Now that we've sorted the technical difficulties, let's hope we have no more. Okay, can everyone see my screen?

Barbara Dale-Jones: Come in. Yes, we can.

Shanne Saunders: Okay. Um, has everyone had a chance to read through the report yet or shall I go through it?

Barbara Dale-Jones: I've read it.

Justin Germishuys: Uh, I've read it too. I mean,

Shanne Saunders: Okay. So, maybe I should just go through it and we kind of work on the um the kind of headlines of everything.

Barbara Dale-Jones: I think

00:08:17

Shanne Saunders: So, I'll stop me if you if you want me to stop and we'll we'll take it one at a time. So, just a reminder, there were three forms. Um the first was a short sort of CEO focused form that was a bit shorter and form B was a longer form for paid participants and form C was a longer one for those who got the program for free. Form A was shared with Pragma only and form B and C a mixture of paid and unpaid cohorts. So the pragma um co the pragma form went to 31 had 31 responses and the other two had 10 each. Uh I can't recall now how many it was shared with. It was probably about a I would say about a 50% completion of those that we sent to but I'll I'll double check that. Sorry that's something I had to check before I came in here. But I will I'll give that information. Um okay so Lynn also feel free to stop me at any point because this is your great work.

00:09:19

Shanne Saunders: Um so uh why the car differences mattered. Okay I think I've covered that relevance of the habits to participants. So um highly relevant 17 of pragma said it was high highly relevant and 12 said just relevant. Um and the mixed cohorts, eight out of 10 said highly relevant each, which I think is fabulous. So relevance lands strongly across every setting. Almost nine out of 10 participants rated the habits as relevant on highly relevant regardless of organizational context, which I think is something we can really brag about. Uh likelihood to recommend. Um this was also very highly scored. 17 out of 31, 6 out of 10, and 23 out of 41 combined said that they would Yes.

Barbara Dale-Jones: I just can I just comment that it's odd that that's quite a lot lower than the previous point. You know, if people find it highly valuable to the tune of 29 out of 31 say that, I wonder why only 17 of those 29 would then say they'd recommend it.

Shanne Saunders: Yes.

Justin Germishuys: go down again.

00:10:22

Shanne Saunders: Interesting. It's relevant, but they may not recommend it as highly to others.

Justin Germishuys: Uh, so likelihood. So what is a 17 out of 31 actually suggest? It's just somebody scored nine or 10. Uh, so 17 out of 31, but if I said eight, then I'm also quite likely to recommend it.

Shanne Saunders: Yeah, that's how I understand it.

Justin Germishuys: And if I said seven, I'm also quite likely to recommend it. But, you know, I might love something and be a seven because I don't go around to people just recommending stuff to them.

Barbara Dale-Jones: Yeah.

Shanne Saunders: Yeah.

Justin Germishuys: I'm not that kind of person.

Shanne Saunders: Same.

Barbara Dale-Jones: Well, anyhow, just on the scales that we're using, it's an interesting anomaly.

Justin Germishuys: But I mean, I'm wondering if we just were to say, "Let's include everybody who said eight or more," those numbers would go up. It seems like an arbitrary thing to just count based on nine and 10. That's what I'm saying.

Barbara Dale-Jones: Or maybe a better question in future would be would you recommend this yes or no?

00:11:31

Barbara Dale-Jones: And then they're forced into a binary.

Justin Germishuys: Yeah, because I mean in this case if I just take it very very like literally what is the probability that I will do it?

Shanne Saunders: Yes, possibly.

Justin Germishuys: Nine out of 10. So out of every 10 people I meet I'll say to nine of them you should do cyborg habits. you know, I mean, even if I said it to one out of 10 people anyway, but I'm I'm just saying that if we're reporting, it's quite

Shanne Saunders: Yeah, he's still recommending it, but it might be recommended when appropriate or in the right context. You're not going to go out and scream it from the mountain tops.

Justin Germishuys: arbitrary. We can actually make it 8 to 10 and then the numbers would look better and we still wouldn't be lying.

Shanne Saunders: Yes. Okay. Well, that's something to learn. Yes. Yes. Or even just a scale from one to three or whatever the case may be. Okay. So, improvement in problem solving, decision-making or strategy.

00:12:30

Shanne Saunders: One being no improvement, five being significant improvement.

We got eight threes, 18 fours and five. Sorry, something is now wanting to update.

Barbara Dale-Jones: Go fast.

Shanne Saunders: Uh, four fives. So, 22 out of 31 high improvement total. So, Pragma strongly shows strong gains in cognitive approach, not just quality. Okay. Which habits participants found most valuable?

Justin Germishuys: That's the trick.

Shanne Saunders: Improve it and critique it. That was interesting. And we'll they'd mention we mention a few more as we go down. Improve it and critique it. Operate as the program's strongest value drivers. Thinking frequency across all forms. This is really nice. Improve communication, time or workload, pressure, technical losses, prompts, chats, history. So this is explicit mentions and their themes. Clearer thinking and structure, confidence and professionalism. 10 content monotony. Two um falling behind. one confidentially contra cons confidentiality constraints. So these last three show up as challenges for us to address further down as well.

00:13:46

Shanne Saunders: Visible themes across all cohorts. Clearer, more structured thinking. Participants often reported these four items. I don't know if you want me to read them. I'm sure we can all just have a look. Improved communication, increased confidence, speed and efficiency. Uh most valuable habits improve it and critique it. Dominate because they offer immediate improvement. The effect is visible. They are easy to activate. They reduce uncertainty. Harder habits, time pressure, cognitive load, lack of real examples. This always goes with confidentiality stuff and difficulty articulating vision. These require more mental bandwidth and contextual embedding. real request for real world relevance. So having real world to their roles which I mean I think that's something that we've addressed now in the new version because we've got different versions for different departments contextual prompts scenarios from real work which are also more more um shown in the new versions. Technical friction loss of prompts or chat history was a significant frustration and broke continuity for many participants.

00:15:04

Shanne Saunders: habit usage p patterns highly valued habits or improve loss of prompts or chat history was a significant frustration and broad continuity for many participants that's not really something we can work on is that

Justin Germishuys: Sorry. Say that again. Oh, I see. I see. So, it's the I mean, we we knew that this could happen because they have to switch between things, but at the same time, it's not a problem.

Shanne Saunders: Yeah.

Justin Germishuys: It's not an insurmountable problem. Although in future iterations we could add something like a a recommended like how would you use this so that you don't en encounter that problem so we could give them some guidance on how we might do it loss

Shanne Saunders: Wow.

Justin Germishuys: of prompts or chat history I don't understand like in detail what that means I mean where did they lose their prompts you go in is Yeah.

Stephen Green: So using pilot Yeah,

Shanne Saunders: probably co-pilot. We should maybe ask as well as part of this which AI tool did you use because that'll also give us more information.

00:16:10

Justin Germishuys: Uh, but is it that they went into AI and or they went into the platform, they typed something in and they're like, "Where's my chat history?" I don't use Copilot enough or I haven't used it enough to know if I if it keeps my chat history and I can go to it and in which case so I don't know what they're saying.

Stephen Green: it does. Uh So,

Justin Germishuys: or why. U so it's it's difficult to address it when I I don't know why they can't get back to a chat to see what they put in. Okay. Any

Shanne Saunders: So maybe it's just a pure recommendation of don't forget to revert back to your

Stephen Green: and and again, part of the problem here is that you don't use co-pilot, you use multiple versions of it.

Barbara Dale-Jones: Oh, hold on.

Stephen Green: So if you depending on your license, you might be using the team's co-pilot or you might be using the the Edge browser co-pilot, which in the Edge browser case, you'd probably lose a bit of this stuff, but I

00:17:10

Justin Germishuys: Okay.

Stephen Green: can't understand why if they're using even teams copilot that you would lose the history of it.

Justin Germishuys: Yeah, it's something to ask. We can just follow up and ask somebody. Could you could you elaborate on what this actually was?

Shanne Saunders: Yeah, maybe I'll go find the people that did say that and just ask them for more info. Okay. Um, right. Habit usage patterns, high value habits, two habits, improve and critique. It showed up again, Lynn.

Stephen Green: mute.

Shanne Saunders: You have your Did you have your hand up?

Lynne Hofmeyr: who apparently explicitly mentioned the um the loss of prompt that story.

Stephen Green: And where were they from?

Justin Germishuys: attack.

Lynne Hofmeyr: I'd have to go and have a look which I will because that's quite an interesting one. Anyway, sorry.

Shanne Saunders: Cool. Thank you. uh participants rely on them for raising quality, identifying gaps, structuring thinking, and sharpening outputs. That's really nice. That's something I think we can use especially like in selling the program.

00:18:21

Justin Germishuys: Happy birthday.

Shanne Saunders: These habits anchor the program experience, plan it, and imagine it demand energy, time, and mental space. This makes them harder to apply consistently and especially under pressure without real examples when work is reactive or urgent. That is not resistance. It is a contextual friction.

Justin Germishuys: Okay, that's cool.

Shanne Saunders: Okay. Friction patterns, tech, technical instability. We've discussed that time and workload pressure. At least 16 participants refer to workload or pressure as an obstacle. Um, this affects heavier habits and the rhythm of daily practice.

Stephen Green: What's what's really important somehow Justin is we've got to try and understand how we separate our product from technical instability because our product's got nothing to do with that. So you know you people are vocalizing a frustration and it's actually got nothing to do with us. How we how we figure out what that how to position that I don't know

Justin Germishuys: Yeah. Also, it probably won't be a consistent issue across other cohorts and other organizations. Uh particularly as these products are around longer.

00:19:41

Justin Germishuys: Um so it may also just be a thing that solves itself. Um but yeah, I I agree with you. We do need to in the setup say or even make a recommendation like say okay this is how somebody who can successfully use it in your organization should use it. So if we were going to do a pragma roll out again we might have gone sat with somebody a week prior and said okay let's just do one or two of these ahead of everybody else using your tools. Are you struggling to find the chat? Are you losing context? What's going on?

Shanne Saunders: Okay. Time and workload pressure. Um, monotony and content, which we've addressed in many ways, falling behind. Um, I mean, this was something you addressed, Justin, where they asked, "Does it have to be done daily?" And you said, "At least do it weekly or every few days."

Justin Germishuys: Yeah, there's this we we can bring the messaging across more clearly in the program that you know you don't have to do it.

00:20:46

Justin Germishuys: absolutely every day we've created that structure for those people who benefit from it but you can come in and you know do it catch up the challenges don't build on each other on purpose and the monotony is a feature not a bug okay granted it shouldn't feel monotonous like we should give them enough meaty challenges along the way but then if we do that they complain about time pressure so there's this you can't make everybody happy

Shanne Saunders: Yes.

Justin Germishuys: all of the time.

Shanne Saunders: No, absolutely. Absolutely. But maybe just a mental highlight when we open up C launch a cold

Justin Germishuys: Yeah. But I mean it is something to consider during challenge set design. Um so I recently updated with executive challenges, L & D challenges and um tech challenges and so I was trying to introduce more variability in there. So we can always go back and have a look and say okay. Um, cool.

Shanne Saunders: Um okay so this one participants want real use real work confidentiality sensitivity or access limitations can restrict this especially in pregnant we had the same with vitz was obviously information that they couldn't include and I mean that's out of our control really differences across cohorts organizational context for pragma you discussed Mixed cards mixed cards bring varied roles in industries and articulate internal shifts more explicitly.

00:22:24

Shanne Saunders: They give more reflective examples and broader personal applications. Example dependency. Pregnant needs examples that respect confidentiality.

Justin Germishuys: What do you think?

Shanne Saunders: Team dynamics because Pragma operates as unified system. Early signals of team influence are more irisible. Mixed cards reflect individual experience more strongly. Additional insights for Pragma. Strategic improvement is measurable. Pragma is the only court with numeric improvement ratings and they show strong gains in strategic problem solving decision- making. Team level effects appear earlier learning and training integration. Real world integration requires sensitivity. Habit adoption is influenced by organizational systems. visible signals across all cohorts. AI AI as a thinking scaffold identity uplift environmental dependency under reportported team benefits organizational voice difference. Yeah, Pragma's tone reflects organizational norms. Next cohort's tone reflects personal performance exploration. Summary of feedback. So, cyborg habits experience is

highly highly relevant. Recommendation scores are clustered at the top end. Pragma shows measurable improvement in strategic approach. Improve it and critique it.

00:23:48

Shanne Saunders: Critique it. Anchor daily value. Participants report clear thinking, better communication, and increased confidence. Plan it and imagine it are harder to activate in real world conditions. Technical instability disrupts continuity. Real world application and contextual examples matter across all forms. Pragma shows distinct organizational patterns shaped by operational reality. Subtle cognitive and identity shifts are visible across the data set. Overall, the feedback indicates that cyborg habits produces consistent cognitive communication and confidence confidence improvements across very different environments with patterns that hold regardless of role, industry or cohort, which I think is quite awesome. Recommendations Strengthen the two anchor habits. Provide more role and context specified examples which we've done. Support the support the cognit cognitively heavier habits. Plan it and imagine it. Reduce reliance on external tool stability. I don't know how we do that.

Barbara Dale-Jones: Well, I don't think we can

Shanne Saunders: No. provide guidance on how to restart after falling behind.

Justin Germishuys: I think just provide reassurance that it's okay if they fall behind they can keep going.

00:25:12

Shanne Saunders: Yeah. Yeah. Strengthen real world integration, real documents, real emails, real proposals. We can only do that as much as what we've done in these new versions in my opinion. Highlight the cognitive and identity shifts more explicitly. Extend support for team level use. Consider pathway options for different user types which we have.

Justin Germishuys: which we've done. Okay.

Shanne Saunders: And that's it.

Justin Germishuys: Okay.

Shanne Saunders: Yeah.

Justin Germishuys: So, it's overall

Shanne Saunders: Kind of what we know. Huh.

Barbara Dale-Jones: Well, I think incredibly positive feedback and the kind of the way in which um you know they're talking about this effect in the way people are thinking

is astonishing.

Shanne Saunders: Anyway. Yeah.

Barbara Dale-Jones: I mean, this is the behavior change, Justin, that we've promised and this is what's being reported here, which is incredibly positive.

Justin Germishuys: Yeah.

Barbara Dale-Jones: I I think when I read this, I was absolutely thrilled because this is you don't normally get this from learning engagements, which is what you've always said. It's not traditional e-learning.

00:26:16

Barbara Dale-Jones: This is behavior change. So, I'm I'm thrilled and well done for that. Just a a comment from my side. I noticed in the questionnaire when I read the raw data, one of our questions said, "Would you be willing to give us a testimonial, which we desperately need?" And many of the respondents just said yes. So, we need to take a lesson from that and not make a question like that. So, please provide us with your testimony.

Stephen Green: Why don't Why don't we Why don't we put that in as an option?

Shanne Saunders: Yes. Okay. Well, I'll go back to them and get their testimonials.

Barbara Dale-Jones: Um, I think that's a very good idea, Steve.

Stephen Green: Um, so after you've done the second evaluation, leave a testimonial.

Barbara Dale-Jones: I think that's a great idea. But just it the point I'm making is that it's we must learn from that and not when we do questions with cohorts ask a question in that way rather force it. but also we desperately need testimonials for Kasha to use on the website and that sort of thing and for our collateral.

00:27:15

Barbara Dale-Jones: Were there any nice um testimonials that you chose out of this raw data Shan that we could use?

Shanne Saunders: I actually in my report which was nothing in comparison to the lovely one that um Lynn had I pulled out 10 but maybe we can add that to this report Lynn. um it's something that I see is not here. So, let's do that. And I and and I also asked for negative um um you know if there were any negative responses and there was just a few people that ranked a few things in in a low category that it came up with. We didn't have any negative testimonials as such or um reflections

Justin Germishuys: You know, we should get Bailey's testimonial from Owen Om because she gave us a glowing one while we were there. In fact, Yiannis might have

recorded it.

Barbara Dale-Jones: Yeah, it's in that transcript that Johannes took.

Justin Germishuys: Could I ask you if you have it, could you just pull out if we started recording at that point already? I don't know if we had.

00:28:16

Johannes Backer: Uh, I think so. There was a lot of chatter at the start, but it's in the OMT client folder. There's like a folder called transcripts and then the inperson meet.

Shanne Saunders: Okay.

Justin Germishuys: Okay. So, then we can probably pull out Bailey's um response from that. She gave a very good example as well of how it actually helped her in the real world.

Shanne Saunders: Awesome.

Justin Germishuys: And if we can pull that out and say, "Hey, do you mind if we use this?" She might very well say, "Yeah, go ahead." Cool.

Shanne Saunders: Cool. Anything else? Um, what I'll do is I'll go through those that said yes to testimonials and get those and

Barbara Dale-Jones: Well, my question to you and um Kasha was what I posed yesterday. What are you learning from this feedback about um revisions to the cyborg cabbs and what what our next version should look like? What should we add next time that we don't have now or what should we change next time from the way it is now?

00:29:18

Barbara Dale-Jones: Cuz I, you know, I made when I read this, I made a little list of what I thought could be new features, but I'd be keen to hear from the rest of you.

Kiyasha Singh: So something I also picked up on was the if they fall behind how exactly they should continue. So either with the email nudges or perhaps on the site itself maybe guidance somehow somehow

Justin Germishuys: So the thing is that I didn't want to over complicate the email system.

Shanne Saunders: What's this?

Justin Germishuys: Now I wanted to roll out something that we we could much more closely predict how it should behave. And from what I can see, we've had some completely new loginins again um today and nobody's put up their hand and saying they're not receiving their emails. I mean, we we did ask Natalie to tell us if people

are not, but all the emails, all 140 are being delivered and login emails are being generated and they're showing that they're being delivered and those don't generate unless somebody gets to the platform. So, and then I go into the platform and I can actually see stats from the Superbase database of login, daily completions.

00:30:42

Justin Germishuys: So, I still can't say with 100% certainty that the email system is working like 100% and nobody's accidentally not getting them. But we can't know that unless somebody comes to the four. But if we can get to the end of this and we say, "Oh, this email is the emails are working really, really well." Then I'm happy to layer in nudge emails. But for now, what we can do is I'm automating bi-weekly email updates to Natalie where the system will automatically pull out summary statistics across all of the cohorts and then email it to her on a Tuesday and a Thursday as a CSV. Um, so then at least the facilitator can stay on top of it and they see that if they see people are falling behind, they can always just go in and they can send an email in the meantime.

Kiyasha Singh: Uh, so I've put myself in one of the NetBank cohorts and I've been receiving emails every day so far. And when I wasn't in the cohort, as soon as I added myself, I got the ones that I missed.

00:31:55

Kiyasha Singh: So, it seems like Yeah.

Justin Germishuys: All of them Yeah. So that's how the system has been set up is every time you add a new user, it sets up all of their emails in the queue. But I hadn't actually thought about this use case. If you shift somebody into a cohort in the middle, like after 10 days, they'll suddenly get 10 emails all in one go. Um it won't reset for them. Emails are scheduled on a cohort level, not on a user level. But, you know, I think mostly that's fine because usually we get 99% or 100% of users in on day one. So, it's all right. Cool. Beans.

Barbara Dale-Jones: And and then Justin, what do you make about this um frustration across the cohorts about loss of work. Um, is there some kind of autorestore last prompt thing that we can build in? Do you think that's that's what I I think somebody said that I mean I think there's loss

Stephen Green: Okay.

Justin Germishuys: But what what is loss of work?

00:32:56

Justin Germishuys: What do they mean by it?

Stephen Green: So maybe what they're actually meaning is that if they don't complete the daily uh thing in the box that when they come back in we've lost it.

Barbara Dale-Jones: of stuff in the LLM which we can't control but stuff in cyborg habits where they've they've working there and then

Stephen Green: I think that's that's

Justin Germishuys: Oh, you you know what? That might have been a So, here's what happened. Um, because we we added custom challenges and I was trying to patch it. So we c we added custom challenges and then when we try to add vits it created certain problems for vits because the system was trying to determine statistics from multiple different tables which it shouldn't have been doing. We needed one source of truth. And so I went in and I patched it with logic to try and get it to answer a bunch of if then statements to determine which tables it should be reporting from. But there are multiple things in the system that have to draw on the tables and each one has its own had its own independent logic.

00:34:11

Justin Germishuys: So you could have something working in one part but not working in another. And so what happened was there was a point in time where I patched it for vitz but then we got a couple of complaints that people weren't seeing their progress and then we fixed it and we didn't get any more complaints but the system as it is now after the refactor doesn't have that problem and so I don't think we will see if that did happen it probably won't happen again if that's the interpretation.

Barbara Dale-Jones: Okay.

Justin Germishuys: Um because the logic is simple now. It's very very basic. It's all in one place. There isn't a a fragmentation. Go ahead. Korea.

Kiyasha Singh: um I think that some of the responses with that might be when they are in cyborg habits and let's say they want to they type out their reflection but they want to double check so they switch tabs when they come back what they wrote gets reloaded and it doesn't get saved. cuz the site reloads.

00:35:21

Justin Germishuys: Oh.

Kiyasha Singh: So I think that's what they mean.

Justin Germishuys: Oh, okay. Then that's a simple persistence error issue. I don't know if we still have that persistence issue now.

Kiyasha Singh: Yes, we do. Yeah, we do.

Justin Germishuys: Is it?

Kiyasha Singh: Yeah.

Justin Germishuys: Oh, then that I can just fix. It's usually very very easy. The problem is fixing a persistence issue can also create another issue um which I can just anticipate already. So I'll just tell it don't do that thing cuz sometimes what happens let's say for instance I upload some documents and it shows me an upload screen. I don't want to if I navigate away and then back. I don't want that to disappear. I want to see that I've the stuff I uploaded is still there. But at the same time, if I do actually want to start a new one, I don't want that to persist on the screen.

Barbara Dale-Jones: Oh, And

Justin Germishuys: So, I just need to balance those two things. But, it's a it's an easy fix.

00:36:16

Justin Germishuys: Um, I'll look into it tomorrow. And for now, it's not a deal breaker. It's just a frustration. Um, but yeah, I think we can go another day without like sorting that out. Um, but I know what you mean and I can get to it. It's not a problem.

Barbara Dale-Jones: then another thought I had when um reading this report and then also thinking about what NedBank keeps on asking for is do you think we can have an organizational dashboard? So I know we've got the per cohort you can go and look and see what's going on. But if you've got an organization like Ned Bank and you've got different cohorts, Pragma was the same. they had different cohorts. Could you see not only usage and adoption but well you know usage of cyborg habits but could you see something about adoption?

Shanne Saunders: There's a

Barbara Dale-Jones: It would be nice if we could sort of see something about habit adoption.

Justin Germishuys: like have the summary stats on a dashboard that they can view.

00:37:13

Barbara Dale-Jones: Um, yeah, that's right.

Justin Germishuys: So, and then they we don't have to email it to them because it's there across all cohorts. And then yeah, I think Yeah.

Barbara Dale-Jones: And it could I mean we could automate something where once every five days the admin receives that an an email with a summary of that or something like that, but

Justin Germishuys: So yeah, so I said I would automate the email sending.

Admittedly, I don't want to. I'll I'll maybe do one or two minor patches now, but if I'm going to do anything that could potentially stuff it up, I think I'll wait until like the week between Christmas and New Year and then do it then. um you know um just in case.

Stephen Green: And Justin just a question because um having this debate with Fana as well is uh at the back of this is superbase and superbase is a database against which we can query any number of queries.

Justin Germishuys: But if it's Yeah.

Stephen Green: So actually um what you could do to create what you're describing is just run a normal SQL uh query and build it into a report which we post anyway.

00:38:21

Justin Germishuys: Yeah.

Stephen Green: It doesn't necessarily need to be driven through the AI engine as I understand it. So, we could just run a report that says, "Show me all uh these users in this cohort ordered by this, ordered by the habit, ordered by blah blah blah, and produce a graph for me.

Justin Germishuys: Yeah, I mean that that's what I've been doing um over the last couple of days since we launched. I run SQL queries to provide summary statistics broken down by cohort with a view of habit and reflection completions. And that's and basically everything that's happening on the front end is basically a custom SQL query anyway for a view. Um there's no AI in cyborg habits at the moment. Um it's it's all and it's superbase has proven to be a fantastic thing because even if we look at what I delivered to Cyber that chat logic the AI core that's happening from inside of Superbase I just created

Stephen Green: There we go.

Justin Germishuys: a superbase edge function. So now the database plus the edge function all live in superbase under the same project and there is literally only a a user interface that we manage.

00:39:57

Justin Germishuys: Um so we're not deploying a separate backend for simple things like that. And because the conversational persistence is in the database or you know using um OpenAI's responses API, it is maintaining conversational coherence for us. So it's becoming easier and easier to get the desired outcomes. Um yeah. So okay, I think from this transcript there's like one or two there are I think two things that I could identify. Uh I'll definitely do the dashboard consolidation thing and email and then that will just be a thing for all admins and then um we'll review we'll think about solutions. I don't think anybody's likely to lose progress again. If they do, I'll be surprised. I do think we do have variable challenges and now we have more scope to divide groups into different cohorts with different challenge sets so that they can have different paths. That's cool. Um, and we said that we will monitor the email delivery and if the email delivery structure works, we'll just without breaking that layer on perhaps a nudging feature.

00:41:29

Justin Germishuys: Um, which I think would be fine. Cool. And then we also said that we would reach out to we'd pull out Bailey's uh endorsement and then check with her if she's happy that we share it. And yeah, I think and testimonials.

Shanne Saunders: testimonials.

Justin Germishuys: And other than that, we can use this to shout about cyborg habits. We've got quite a lot of um fodder for case studies.

Barbara Dale-Jones: We're ready.

Justin Germishuys: Even even if you know Fana, Kasha, anybody in fact in our organization could talk about how we've used cyborg habits and how it's influenced what we do. Uh I just wish Scott if Scott can if I could have recorded Scott saying that you know devil's advocate is the best thing he ever learned about AI then that would also count as a

Shanne Saunders: f***.

Barbara Dale-Jones: He said something similar. when I interviewed him at AI Expo and we've got that recording and by the way guys I've got did I tell you that I've got the raw footage of all of that if any of you want to look at the interviews um we have don't have the stuff from Isa but we've got the raw footage so just reach out to me anybody if you want raw footage and I'll share it on the drive thank

00:42:54

Shanne Saunders: And did you see the uh link for Ellie's talk that shared as well?

Barbara Dale-Jones: Yeah, it's pretty it's pretty for Ali's talk or for the stuff I've got.

Justin Germishuys: Is it is the recording really good quality?

Shanne Saunders: That's okay.

Justin Germishuys: At least at least talk.

Shanne Saunders: at least because she obviously wasn't had to have a microphone clipped into sound on the camera so it makes a difference. Yeah.

Justin Germishuys: Yeah, I mean we can also put this take separate the sound from the speech run it through AI enhancement and then recombine the channels so that we have very clear speech from her. Anybody wants to volunteer to do that? Um Kia wants to learn how to do all the things.

Shanne Saunders: Nice.

Justin Germishuys: Um, and then for me, as much as I'd love to see the unexpated footage, um, I don't know if I'm going to have time before, um, we go to to Zoom.

Barbara Dale-Jones: K. Were you going to say something?

Kiyasha Singh: Just wanted the raw footage so I can play around with page and see if I can generate avatars from that.

00:44:01

Justin Germishuys: Cool.

Barbara Dale-Jones: Okay. Will you just take offline with me who you want? Because I've got various interviews with Scott and Duncan and stuff like Tabella, those sorts of things. So, you just need to tell me who you want.

Kiyasha Singh: Okay, sure.

Justin Germishuys: Cool. Then imagine it.

Barbara Dale-Jones: Um Justin, why do you think that they called out improve it and critique it as the two most helpful? But the planet and what was it planet and something else? Imagine it were the difficult ones. What do you think that says about the cognitive requirement for these

Justin Germishuys: So I think that there's also for the standard set there was a slight bias in the design which accounts for some of it. That's part of the explanation. improve it ended up in a challenge pair more frequently than any of the others. And so there was a slight additional frequency and improve it. Um, as for Planet and Imaginate, it's not the the stated reason is that the specific challenges didn't provide

enough scaffolding to do it.

00:45:16

Justin Germishuys: And so the demand for those challenges was higher. And so I think that that's something we can learn from to say okay it's not that we shouldn't use those. It's just we need to scaffold them more and make it easier for people to get to the value from those two. But planet by its very nature would actually give you more than explain it.

Barbara Dale-Jones: I would Well, I would agree with what you've just said.

Justin Germishuys: You know it's it's

Barbara Dale-Jones: That was exactly what I thought that they require a bit more scaffolding and I wondered whether that's also a build for us because you know it it felt to me when I read this that there nobody's resisting cyborg habits. It's just about workload um busyness and workload. And if one could help the user by scaffolding with things like Planet and Imagine, one might get them using those more seamlessly.

Justin Germishuys: Yeah. Yeah. But um I'll just say this last thing and then if there's a little bit of time we can give back that would be great.

00:46:19

Justin Germishuys: Um and Fana Giannis and Lynn Kesha heard this a bit earlier um during our tech connect. Stephen, you weren't there. You weren't there, right?

Stephen Green: Have you lost the drop? Sorry.

Justin Germishuys: Yeah. Yeah.

Shanne Saunders: Hold on.

Justin Germishuys: So, I'll just repeat it. So, I thought this was and I I like here that you set up the meeting and you called it uh what did you call it again exactly? It was the scream machine. There we go. The scream machine. So, in Monsters, Inc., the villains, obviously, if you know Monsters, Inc., their whole city runs on screams. And so, they scare little kids and get their screams, and they use the screams to power their city. But the villains create a scream machine where they actually strap you down and they have this thing that goes over your face and sucks the screams out of you. And so I said to Kia that that's what we need for me for cyborg habits because where we kind of in a very dedicated way sit down and I'll speak to all the things that I want to exist as part of the ecosystem because cyborg habits on its own isn't enough.

00:47:35

Justin Germishuys: It's a good start, but it was only ever meant to be a component, not the full thing. And so, we're selling it and it's landing and people are having insights. But if there were more after and um more things to engage with blog posts, videos, um a little booklet, maybe a short book that they could read, any number of things that we could build out then when we start to deliver sort of the broader commercial version, we can do that too. Um so that's that's on the cards. And so Kia has actually set up a screen machine uh session for us and I think we should keep calling them screen machine sessions because it's actually quite a valuable a valuable concept and it's something we need to do more of for everybody to capture the thought leadership and to turn it into usable collateral.

Shanne Saunders: Love it.

Justin Germishuys: Yeah.

Shanne Saunders: Especially since it aligns with an animation.

Justin Germishuys: Cool.

Shanne Saunders: I'm saying

Justin Germishuys: Um, cool. Okay. Uh, I'm starting to feel really tired and I need a bit of a break so that I can get on with the um Dandemande futures research. Um, no, we we've spoken about that and I'm still going to dip my toe into that um still before things run away.

Barbara Dale-Jones: And don't don't forget OMT, you and Jiannis,

Transcription ended after 00:50:08

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