



Notes

Dec 10, 2025

Pragma Cyborg Habits rollout discussion

Invited Kiyasha Singh Shanne Saunders elke.mackridge@pragmaworld.net

Justin Germishuys Barbara Dale-Jones

janine.bassonhermanus@pragmaworld.net

Attachments 📁 Pragma Cyborg Habits rollout discussion

Meeting records 📄 Transcript 🎙 Recording

Summary

Janine Basson-Hermanus outlined a staggered AI program rollout plan with 18 cohorts of 20 people starting on January 12th, with a registration closing date of December 31st, and Justin Germishuys shared that an upgraded platform includes automated email functionality to manage the cohorts, addressing a logistical concern noted by Janine and Elke Burger. Discussions about the automated emails focused on Janine's request for organizational branding, Justin's suggestion to revise the challenge start date to January 19th to allow for test emails and staff availability, and Janine's plan for pre-emptive business communication to mitigate phishing concerns, while Elke also raised an email blockage issue that Justin requested details for. Justin introduced the possibility of customized "challenge sets" for different audiences, though Janine preferred starting with the "bare basics" for the current self-service cohorts, and the participants confirmed that only the first cohort is full, leading Barbara Dale-Jones to propose splitting the billing into four equal tranches over the rollout duration.

Details

Notes Length: Standard

- **Meeting Logistics and Introductions** The meeting began with initial technical checks and introductions, with Justin Germishuys confirming they could hear Janine Basson-Hermanus clearly. Janine expressed their preference for having their camera on, though Barbara Dale-Jones joined from their car and chose to stay off-camera ([00:00:00](#)). Janine also addressed camera backgrounds, trying to find a suitable one, while Justin demonstrated using animated effects, noting that they would switch the sillier ones off later ([00:01:24](#)).
- **AI Program Rollout and Scheduling** Janine Basson-Hermanus outlined the plan for AI program enrollment, aiming to provide an opportunity for those who missed Cohort 1 and 2 to understand the basics of the AI program and cyborg habits ([00:03:55](#)). Janine had drawn up a schedule with 18 cohorts, each consisting of 20 people, and set a closing date of December 31st for registration ([00:05:02](#)). The staggered rollout is currently planned to start on January 12th and conclude around June 26th ([00:07:50](#)).
- **Automated Email System for Cohorts** Justin Germishuys shared good news regarding an upgraded platform feature that includes automated email functionality for managing the cohorts, even with overlapping groups. This automated system will send welcome emails, survey requests, and completion notifications, addressing Janine Basson-Hermanus's main logistical concern about cohorts running into each other ([00:06:40](#)) ([00:09:50](#)). Elke Burger noted that the automation was "awesome" and expressed thankfulness for the solution to what had been a "logistical nightmare" ([00:10:50](#)).
- **Branding and Email Communication Strategy** Janine Basson-Hermanus requested that the automated emails include the organization's logos and branding, which Justin Germishuys confirmed was possible but required setup time on their end ([00:10:50](#)). Justin suggested a revised start date for the first actual challenge on January 19th instead of the 12th, allowing for people to return from leave and for test emails to be sent out in the week of the 12th. They also suggested sending an initial email to inform participants that they would be receiving system emails from "cyborg habits.strideshift," as it would not be coming directly from Pragma ([00:11:48](#)).
- **Pre-Emptive Communication and Phishing Concerns** Janine Basson-Hermanus stressed the need for pre-communication to the business about the upcoming emails to prevent recipients from marking them as phishing attempts ([00:13:39](#)). Janine suggested the possibility of a video from Justin and Kiyasha Singh explaining the program, which could be distributed so people could watch it on their own time, promoting user ownership and

making the rollout as easy as possible ([00:14:37](#)). Janine plans to send communication this side of the year and early next year with the video reminder to mitigate phishing concerns ([00:15:30](#)) ([00:24:36](#)).

- **Email Blockage Issue** Elke Burger raised a concern about a high volume of email blockers preventing their organization from receiving external emails. Janine Basson-Hermanus clarified that their IT department indicated a blockage on their internal side was preventing emails from coming through, and Justin Germishuys requested that Janine send them the details of the blockage as soon as possible for attention ([00:16:17](#)). This issue contributed to the decision to start the proper rollout later, from the 14th onwards, to ensure adequate staff are available to address potential issues ([00:17:11](#)).
- **Challenge Set Customization for Different Audiences** Justin Germishuys introduced an optional system upgrade allowing for the creation of "challenge sets," which provide slightly different activities tailored for various audiences, such as tech, L&D, or senior leaders, to increase relevance, although the core habits remain the same ([00:18:05](#)) ([00:22:38](#)). Janine Basson-Hermanus explained that the current cohorts were self-service and generic, containing mixed business units, and they initially want everyone to start with the "bare basics" ([00:19:29](#)) ([00:21:41](#)). Justin clarified that challenge sets are about relevance, not advanced level, and suggested they consider carving out groups for domain-specific content even within the self-allocated cohorts ([00:22:38](#)).
- **Registration Update and Billing Arrangement** Elke Burger inquired about the current registration numbers, to which Janine Basson-Hermanus replied that only the first cohort of 20 is full, with others ranging from 1 to 10 registered, emphasizing the need for the upcoming communications to drive registration ([00:25:24](#)). Regarding billing, Barbara Dale-Jones proposed splitting the payment into four equal tranches over the approximately six-month duration of the rollout, rather than billing per cohort or once off, to align with the need for better cash flow management ([00:26:07](#)). Barbara confirmed the standard current rate is 600 Rand per person ([00:28:38](#)).

Suggested next steps

- Janine Basson-Hermanus will communicate the slightly moved starting dates to everybody and alert the IT department to not block the upcoming emails or flag them as phishing.

- Janine Basson-Hermanus will send out another email from the training side to make people aware that they need to go and register for the cohorts.
- Janine Basson-Hermanus and Barbara Dale-Jones will chat about splitting the invoice into four equal tranches after the cut-off date of the 31st of December, and Janine Basson-Hermanus will check numbers and get back to Barbara Dale-Jones.
- Janine Basson-Hermanus will send the outline of dates, email addresses, and business units to Justin Germishuys to set up participants to start on the 19th of January and the email regarding the blockage to prevent emails from coming through.
- Justin Germishuys will send Janine Basson-Hermanus the steps outlining the process of the emails that will be sent out.
- Barbara Dale-Jones will send the invoice to Janine Basson-Hermanus to start processing the payment.

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Transcript

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Pragma Cyborg Habits rollout discussion - Transcript

00:00:00

Justin Germishuys: Janine. Yes, I can hear you

Janine Basson-Hermanus: Awesome. Good morning.

Justin Germishuys: clearly.

Janine Basson-Hermanus: So, sorry. Yeah, I'm not going to put my camera on. I hope you don't mind. Or would you prefer camera? Shame. I should shouldn't be Let me put on my camera.

Justin Germishuys: It's all right if you if you're not in a position

Janine Basson-Hermanus: No, no, no. It's fine. Um,

Justin Germishuys: to

Janine Basson-Hermanus: I've been doing this whole morning and I've been actually requesting guys to put their cameras on. Um, but now doesn't seem to be There we go. Not. Okay. Here we go. Oh, I'm going to do it like that so you don't look at my bed. Okay. Awesome. I think we're just waiting on Yeah. And the rest of the people. Hi Barbara. How are

Barbara Dale-Jones: Sorry, I'm in my car,

Janine Basson-Hermanus: you?

Justin Germishuys: Hi Barbara.

Barbara Dale-Jones: so I'm staying off camera.

00:01:24

Barbara Dale-Jones: But hi, Justin. Hi, Janine.

Janine Basson-Hermanus: No worries.

Barbara Dale-Jones: I'll be at my desk shortly.

Janine Basson-Hermanus: know what it is

Justin Germishuys: Um,

Janine Basson-Hermanus: then

Justin Germishuys: sorry. Just excuse me for one moment.

Janine Basson-Hermanus: like is it Kia?

Kiyasha Singh: Kasa.

Janine Basson-Hermanus: Okay, I thought I was like not pronouncing it properly.

Kiyasha Singh: Hi.

Janine Basson-Hermanus: Let me just quickly find out where Ala is. Okay. Okay. Okay. She is undead. I think she's in a meeting at the moment still. I don't know. Okay. from my side is camera trying to hide everything Justin like it's not even funny I'm close that closet door also there guys norally we on teams and then we have the thingy mabobs at the back with pragma so then it's easy but when we go on to a different

Justin Germishuys: You you you don't have a background

Janine Basson-Hermanus: platform thingy I'm trying

Justin Germishuys: thingy or can't you do it as a guest?

Janine Basson-Hermanus: to look and see where that is background

00:02:54

Justin Germishuys: We even just

Janine Basson-Hermanus: and effects. Let's see.

Justin Germishuys: blur.

Janine Basson-Hermanus: I just need any background, any effect at this point in time. So, I'm much better. Now I can pull myself. There you go.

Justin Germishuys: There you That's

Janine Basson-Hermanus: Now I look intelligent because there's books behind me as well. That's cool.

Justin Germishuys: amazing. Um, but we can also do this if you really wanted to.

Janine Basson-Hermanus: Oh, no. As cute as it is, it's fun. It's winking as well.

Justin Germishuys: Okay. Uh,

Janine Basson-Hermanus: That's awesome.

Justin Germishuys: how do I switch this off now? Because this is a bit too silly. Oh, they have a sloth. Um,

Kiyasha Singh: I think you click on it

Justin Germishuys: okay. I'll click on There we

Janine Basson-Hermanus: I know some people in my team that would love that.

Justin Germishuys: go.

Janine Basson-Hermanus: They would actually love that. Oh, I see you've got the light bulb on your head there.

00:03:55

Janine Basson-Hermanus: That's awesome.

Justin Germishuys: And it occasionally like lights up when you're happy.

Janine Basson-Hermanus: Awesome. Oh, every time she smiles it lights up. Okay, that's super cool. Yeah, that's super cool. I don't want to keep you guys long. I know that you guys are busy. Um Ala hasn't read my message yet, but we can go ahead um with a discussion. So um Oh, that's Shauna. So for from my side basically um we are obviously now wanting to make sure that everybody else is going to be a part of everybody that has not attended the cohort one and cohort two that they can now obviously have an opportunity to go in and understand the basics of how you know the AI program works your cyborg habits um and so I have drawn up um another schedule I think it's 15 I don't know if I can share not this one Okay, it's not there. Um, I was going to go live and share my screen, but it's fine. Um, so I've got a couple of cohorts.

00:05:02

Janine Basson-Hermanus: I've given the the closing date. Oh, I made the closing date for the 31st of December for everybody to log on and basically just go and register themselves in a different cohort. So, the cohorts um I think it's about eight or 15 cohorts. I just want to double check. Just give me one second. Um, I just had it there and I thought it was going to be here. Okay, let me rather just go to the live story and get it from there. 21 see. So, we've got about 18 codes each made up of 20 people.

Justin Germishuys: 10 10 cohorts. Did you say 18 made up of

Janine Basson-Hermanus: 1818

Justin Germishuys: 10? Um 20 eight.

Janine Basson-Hermanus: 20.

Justin Germishuys: Okay. No, I have resolved this in my mind.

Janine Basson-Hermanus: Okay.

Justin Germishuys: 18 cohorts with 20 people.

Janine Basson-Hermanus: Okay. Yeah.

Justin Germishuys: I've got it.

Janine Basson-Hermanus: So 20 people each cohort consisting of 20 people um and that is basically covering then everybody that have not gone on on cyborg cabs right the problem that I'm having

00:06:40

Justin Germishuys: Sure.

Janine Basson-Hermanus: with this is that the way that we rolled it out um it was stretched so it was easier for us to manage it logically um and this however rolls into each other um

Justin Germishuys: Okay. So, I I have some good news for you that you might want to factor in. So since we rolled it out at Pragma,

Janine Basson-Hermanus: Mhm.

Justin Germishuys: we've upgraded the platform. So we do have automated emails that can work well with even

Janine Basson-Hermanus: Okay.

Justin Germishuys: um overlapping groups. Essentially once a cohort is set up,

Janine Basson-Hermanus: Yeah,

Justin Germishuys: it will automatically cue all the emails have that have to go out uh ignoring weekends but using that first start

Janine Basson-Hermanus: perfect.

Justin Germishuys: date as the first welcome.

Janine Basson-Hermanus: Mhm.

Justin Germishuys: And then another email gets sent out saying come and do your survey and then they get the 15 days and then they get a congratulations you're at the end

Janine Basson-Hermanus: That is super awesome. I just want to see if I can share my screen.

Justin Germishuys: email

00:07:50

Janine Basson-Hermanus: Or maybe I can't. I actually can't.

Justin Germishuys: and there's another upgrade which we can talk about

Janine Basson-Hermanus: Okay. Okay.

Justin Germishuys: um

Janine Basson-Hermanus: That's awesome because that was my main concern in terms of the logistics because obviously the one cohort runs into the other given the 15 days because we are I'm wanting to start on the 12th of Jan. Um and based on what I have align um basically forecasted we will probably finish around about the 26th of June.

Justin Germishuys: 26th of June. Okay. So it's staggered in that way.

Janine Basson-Hermanus: Yeah.

Justin Germishuys: So

Janine Basson-Hermanus: Yeah.

Justin Germishuys: it's

Janine Basson-Hermanus: So, so it's basically the 12th of Jan to the 30th, the 19th of Jan to the 7th of Feb, etc., etc. I will give you the outline of that. I'll give you the dates, etc. They um I only have one cohort that's full, which is actually the first cohort. The others have now like plonked their names, but it's not complete. That's why I said to them, I'll give them until the 5th until the 31st of December, just so that everybody can um you know, plunk in their names.

00:08:55

Janine Basson-Hermanus: Um and then by the 2nd of Jan or hopefully by the 31st I would then be able to send you the names um with the email addresses and the business units. Not that the business unit is um essential for you but mainly the email addresses. So I know based on the last coms email addresses were more important but for me from a tracking perspective the business unit plays a big role for me um in terms of tracking purposes. And so I mean I will send all of that information through to you so that you can have it so that they are set up 12th of Jan they basically start um hopefully everybody adhes to it and they stick to the deadlines um then we can move um so as soon as I have that in place um or all that data in place then um you know then I can send it through to you. I'm hoping to send it before the time but I mean people have gone on leave some people have not registered yet some people are coming back and they're only going to register afterwards.

00:09:50

Janine Basson-Hermanus: Um, so I'll send you what I have in the um, you know, the 31st of December and then hopefully whatever is left or whatever the balance is that I'll send you in the new year,

Justin Germishuys: All

Janine Basson-Hermanus: which is probably when I come back. So, I'm actually going on leave on the 19th. I'll be back on the 8th,

Justin Germishuys: right.

Janine Basson-Hermanus: but I mean to send that email off shouldn't be an issue. Um, and that's why I'm coming back before we even start with this because I know there's going to be a lot of whole logistics involved in not just this. I've got several other projects running. Um, and so I just need to basically start ticking boxes at this

point in time. Um, so that is why, um, I'm going to send you what I can when I have it. Um, but I'm Hi, Ala. Sorry, we were just talking logistics. Um,

Justin Germishuys: Okay.

Janine Basson-Hermanus: and then my main concern was those emails that we needed to send off. But now seeing that you already have a solution for that, that makes me very happy cuz now I can actually take leave cuz my body was like, how do I do this?

00:10:50

Janine Basson-Hermanus: Um, so now that that was sort because I was like, oh my word, I'm wanting to take leave, but I probably won't be able to because I'm stressing about this. So Ala just to bring you in in in line um Justin just confirmed that they actually they've upgraded the system and so it will now once we've given them the data with the email addresses the system will automatically generate those emails those you know those ones that we were doing every single day or ultimately you Shane sorry um every single day that has now been sorted.

Justin Germishuys: Actually,

Elke Burger: automated. Awesome.

Janine Basson-Hermanus: So,

Elke Burger: I've been replaced.

Janine Basson-Hermanus: it's a logistical nightmare.

Elke Burger: No, it is. No,

Janine Basson-Hermanus: Shame.

Elke Burger: I'm thankful. I'm thankful for it.

Janine Basson-Hermanus: And then, Justin, you guys are going to obviously use um our logos and our stuff in there when you guys send those out like what we did earlier this

Justin Germishuys: that's a very good point.

Janine Basson-Hermanus: year.

Justin Germishuys: um that just means that there's a bit of setup uh from our site.

00:11:48

Justin Germishuys: So right now we have the email set up using our branding, but it's not a it's not a complicated matter to plug your branding into the emails. Uh the only difference though is that when you were sending the emails out, it was coming from Pragma.

Janine Basson-Hermanus: Yeah.

Justin Germishuys: Um now it will be coming from cyborg habits.strideshift. And so, um, one thing we do need to do,

Janine Basson-Hermanus: Okay.

Justin Germishuys: and that's why I actually want to suggest that I don't have a problem starting in the week of the 12th,

Janine Basson-Hermanus: Mhm.

Justin Germishuys: but usually what we do is we first send out a email saying we're going to send you emails.

Elke Burger: Come

Janine Basson-Hermanus: Yeah.

Justin Germishuys: And then we send them an email that says log to the system.

Elke Burger: on.

Justin Germishuys: And that's usually week one. And then we would typically start the week after that.

Janine Basson-Hermanus: Yeah.

Justin Germishuys: And why I would recommend we start with the first actual challenge on the 19th rather than 12th is just because some people are just not back until the 12th.

00:12:40

Janine Basson-Hermanus: Mhm.

Justin Germishuys: Um, and so it also gives us a chance while you're kind of back just to make sure that uh we can send out a few test emails in that week. Uh, because I can I can cue you in the system, but set your emails to run a little bit earlier just so that you get a few days of the emails to see how they will look. Um,

Janine Basson-Hermanus: Okay,

Justin Germishuys: and then we have a chance to make any adjustments before

Janine Basson-Hermanus: that's fine. That's fine. We'll just adjust the date. So, we will just end off a bit later um towards the end of first week,

Justin Germishuys: Okay.

Janine Basson-Hermanus: probably in July. That's not a train smash. If you're comfortable with doing that, then it's fine. We'll just swap the dates around. We'll just basically move the dates out.

Justin Germishuys: Yeah. So, so essentially then maybe we aim for the first live email to go out on the

Janine Basson-Hermanus: Um,

Justin Germishuys: 14th. So, still in the week of the 12th.

00:13:39

Justin Germishuys: invite them into the system to do their survey and stuff on the 16th or the 15th and then they get their first proper day at the beginning like on a Monday.

Janine Basson-Hermanus: okay. Can you do me one favor? Can you send me just the steps in terms of what the process would look like?

Justin Germishuys: H

Janine Basson-Hermanus: um so that I can just sit and logically see should we then communicate this to the business prior to so that they know what is expect uh they are going to expect or can expect because I know people are going to go and click on the fishing button and they're going to say it's a fishing email you need to

Justin Germishuys: Yeah.

Janine Basson-Hermanus: attend prior communication to everybody so that they are aware of what's

Justin Germishuys: So, yeah. So, what we could do is we often have just like a a live kickoff session at the beginning of the project. So, it would either be me or Barbara or or one of us. And we just take 20 minutes or 30 minutes to tell them what the program is and what to expect um and what is expected of them.

00:14:37

Justin Germishuys: Um and then they know it's coming. And then it also gives you an opportunity to speak to the group and say, "Look, it's not fishing."

Janine Basson-Hermanus: Can I make a suggestion though?

Justin Germishuys: Yeah.

Janine Basson-Hermanus: Could you guys probably maybe do a video of sorts and then we attach it in that email that we are going to distribute so that they then at their own time can go through that video and then know

Justin Germishuys: Cool.

Janine Basson-Hermanus: what's coming cuz I can't guarantee that everybody's going to be available. Um I also don't know when you know in terms of people's um diaries what it's going to look like. So I'm trying to make it as easy as possible for them. I'm also wanting them to take ownership of this.

Justin Germishuys: Okay.

Janine Basson-Hermanus: they have I mean their hands have all been up because they want to go on AI training but I also need to push back and say to them you need

to take ownership. So I'm wanting them I don't want to just spoon feed them but I want to give them here's the email this is what's coming they then take the ownership go click on read what it's about so that they know what is what's coming.

00:15:30

Janine Basson-Hermanus: I don't know if that makes sense but

Justin Germishuys: Okay. No, that's fine. I'll get a haircut,

Janine Basson-Hermanus: um

Justin Germishuys: put on a nice shirt, and ask Kia to help record a nice video.

Janine Basson-Hermanus: okay so okay then cool then that is sorted so there will be a video and then we can just send comments early in Jan just so that everybody knows or even this year still possible if it's possible um so that we send it this year this side of the year and then earlier next year we send them that reminder again that it's coming and they can revisit that video um and and they know what's expected and then they don't click on the fishing. Otherwise, we're going to have an issue.

Justin Germishuys: Okay. Um, so then I just wanted to tell you about the other update and we can decide whether we want to use it or not.

Janine Basson-Hermanus: Okay.

Justin Germishuys: Sorry. Go ahead, Alcan. Then I'll say my thing next.

Elke Burger: No, just a quick question.

00:16:17

Elke Burger: So,

Janine Basson-Hermanus: Sorry.

Elke Burger: um I'm not sure if it was just my email, but I receive so many um blockers from the emails coming from you to us.

Janine Basson-Hermanus: Yeah.

Elke Burger: Um it was beyond frustrating. It wasn't on you, it's our we blocked it. Um, so Janina, I just want us to make a 100% sure that that's all resolved before

Janine Basson-Hermanus: It's it's not us Ala, it's actually them. Um because I inquired,

Elke Burger: we

Janine Basson-Hermanus: sorry, I inquired from our IT department. Um why? And then they said there was a blockage on their side that is preventing the stuff coming through. So I will try and find that email. Um, that was the first time I think when Barbara was trying to send all of that communication through to us and I was like,

why am I being blocked? Why do I have to go? I'm going to miss the emails and and and and then Zoe sent me a screenshot of this is what's sitting on your guys' side and that is why is preventing the emails from coming through.

00:17:11

Justin Germishuys: Okay. Well,

Janine Basson-Hermanus: So,

Justin Germishuys: send it to us and if it is it's it's not a problem we've typically had. Normally we are whitelisted and then it comes through.

Janine Basson-Hermanus: yeah.

Justin Germishuys: Um so if it is something like that then get that to me as soon as possible so that

Janine Basson-Hermanus: Sure.

Justin Germishuys: I can give it the attention that is required um you know worst case scenario we set up an automation on your side just so that nobody actually has to do the but let's just do the fact finding first then uh once I have all the information

Janine Basson-Hermanus: Would that Okay.

Justin Germishuys: I can look into it and Okay. And then we can just that that's why I'd rather we we start properly from the 14th onwards just so that we don't run into that when we don't have enough you know

Janine Basson-Hermanus: issues.

Justin Germishuys: staff um on deck. Okay cool. Then the other thing is okay so we recently had a roll out with a bank which went out to

00:18:05

Janine Basson-Hermanus: Okay.

Justin Germishuys: 180 users but we updated the system to create a new kind of concept called a challenge set and so what we've done is we've uh created slightly different challenges for different audiences. The habits are the same, but the specific activities are adjusted for different groups. But of course, we don't want to create more of a logistical problem. What we did with them is we actually just split it into three separate groups.

Barbara Dale-Jones: Oops.

Justin Germishuys: We had by far the largest group that just did the the general or the standard set like you did in the pilots. But for tech and for L & D, we decided to

provide more specific domain or more domain specific challenge sets for them to work through. So I'm just highlighting that that is a possibility and also considering

Janine Basson-Hermanus: motion.

Justin Germishuys: that we are doing a staggered roll out where we're not having all the cohorts all go through it at the same time but staggered over period of months you know that that is something that you can look at.

00:19:29

Justin Germishuys: Um so for instance just in the case that we had one of the company bug bears with tech is that they're very bad at speaking human and so we gave them quite a lot of um actual uh challenges. There were some of the the standard set because they're useful across the board, but some that are more targeted on take this technical uh document and then use AI to translate that as though you're presenting it to um you know the HR manager or whatever the case, somebody who doesn't necessarily speak speak tech. And that was quite handy. When it came to L & D, it was okay. uh how do you use AI to sort of guide you through formulating the learning outcomes for example? So things that were a bit more domain specific blended in. Uh so this is this is something I'd like you to to consider before while you're allocating people to

Janine Basson-Hermanus: Okay.

Justin Germishuys: cohorts.

Janine Basson-Hermanus: So, so I wasn't allocating. This is like a selfservice. they chose.

Justin Germishuys: All right.

00:20:41

Janine Basson-Hermanus: So it wasn't so we're going to have different people in one cohort that belongs to different business

Justin Germishuys: Okay.

Janine Basson-Hermanus: units.

Justin Germishuys: All right. In which case.

Janine Basson-Hermanus: So then it kind of curated it in that way then and also the way we have um positioned it

Justin Germishuys: Yeah.

Janine Basson-Hermanus: to the business was that it's going to be generic um like the bare basics um and then from there depending on where they're at and how deep

they want to go we can always you know come back but I mean I can I can have that discussion um because I know that there are guys that wants to go further um and I would just want to identify who those guys are um and then maybe have a separate session for them next year or the year thereafter. after budget dependent um so that we have an introduction people are getting familiar with it they are comfortable with it they can then explore further how they want to navigate through it and then from

Justin Germishuys: All

Janine Basson-Hermanus: there um because obviously once we've implemented we want to see application and then people are going to come back and say isn't there another course where I can go deeper and then we almost want to then make that a phase two

00:21:41

Justin Germishuys: right. Okay. Just just highlight highlighting that we do so the even amongst the cohorts that you have if you want to say co carve out say 20 people and you want to put them in a more domain specific so this is the one that with the bank 80% of the people did the generic 20% were allocated to these others just so that they got got a little bit more focus. So even if we do it like that, that's also an option. But we do have a challenge set for senior leaders and for L &D and for tech with a more communications focus. So those already exist and you can have a look and see if they if they suit your requirements

Janine Basson-Hermanus: Okay.

Justin Germishuys: or not. But if not, then it's also fine just to go full

Janine Basson-Hermanus: No, 100%.

Justin Germishuys: generic.

Janine Basson-Hermanus: So, for me, the bare basics is where I want to start everybody off with just so that they can get a feel for it. Um but they are definitely going to be the ones where they're going to come back and say look I want to go deeper into this

00:22:38

Justin Germishuys: H.

Janine Basson-Hermanus: how because I want to take what we've learned here and apply it. Um so there's definitely that alignment that I can I can guarantee but I first want everybody to

Justin Germishuys: Yeah.

Janine Basson-Hermanus: almost go through it and then certain people and I don't know alchemist tell me there are certain people that

Justin Germishuys: Yeah.

Janine Basson-Hermanus: I have spoken to that want to go deeper and the this basics might be too basic for them. Um, however, um, how can I just need to have that conversation and

Justin Germishuys: But just just to clarify because I think there's a slight misunderstanding.

Janine Basson-Hermanus: see?

Justin Germishuys: I'm not suggesting that the executive challenge set is more advanced. It's just more relevant for the audience. So it's still the basics, but the daily activities are just more like the things they would be doing every day.

Janine Basson-Hermanus: Okay.

Justin Germishuys: So it's not about level of advancements, it's about relevance to the audience. um the generic one or the standard one is typically relevant for most people, but you might have pockets where slightly more um more specific alignment would help them more likely connect to the content.

00:23:52

Justin Germishuys: That that's all.

Janine Basson-Hermanus: Okay.

Justin Germishuys: So, it's not more advanced.

Janine Basson-Hermanus: Okay.

Justin Germishuys: More advanced things are are in the pipeline.

Janine Basson-Hermanus: Okay. I was going to ask you that then.

Justin Germishuys: Yeah.

Janine Basson-Hermanus: Um if there are more advanced ones. Um okay. But then I mean let let alone we can just look at how we navigate through this.

Justin Germishuys: Yeah.

Janine Basson-Hermanus: Um, if it is that we need to make it more specific, then that is what we can look at. If it is that we're going to just stick to the genetic for now, then so be it. Um, but Ala ultimately has to make that decision and I'll go with whatever she decides.

Justin Germishuys: Cool.

Janine Basson-Hermanus: Okay.

Justin Germishuys: Okay.

Janine Basson-Hermanus: Um, my my my this concern that I have is sorted almost. I just need to send you that email to see where the blockage is. Um, and then we should be good to go. I'm I'm cognizant of the dates as per what you said.

00:24:36

Janine Basson-Hermanus: So we will move that out slightly and I'll communicate that to everybody as well. Um and then if you can then create those videos so that people know and we can send it this side of the year and then also early next year. Um so that people know what's coming. I will also then alert um it to say don't block this or don't if anybody comes back and say it's fishing it's not fishing this is where we are at. But we will send communication around that so that everybody is aware of what's coming and what to expect.

Justin Germishuys: Okay,

Janine Basson-Hermanus: Yeah. Awesome.

Justin Germishuys: cool.

Janine Basson-Hermanus: Anything else from your

Elke Burger: Uh, no, nothing nothing from my side. Um,

Janine Basson-Hermanus: side?

Elke Burger: I think it's going to make your life a lot easier if you don't have to send out like 400 * 15 emails. So, yeah, that's that's crazy. Um, maybe just from an interest perspective, how many people do we have that's already signed

Janine Basson-Hermanus: Not a lot.

00:25:24

Elke Burger: up?

Janine Basson-Hermanus: Um, I've got one code. The first code that's full. That 20 is full. Then the next one was s be sitting at 10. then six 5 4 3 almost 2 one.

Elke Burger: keeps. Okay,

Janine Basson-Hermanus: Yeah.

Elke Burger: cool.

Janine Basson-Hermanus: So that's why that email that's going to go out now is going to be imperative the in the newsletter and then I will send out another email um from the training side so that people are aware that they need to go

Elke Burger: Yeah.

Janine Basson-Hermanus: and register because a lot of people I believe is going on leave as of tomorrow and

Elke Burger: Yes,

Janine Basson-Hermanus: Friday.

Elke Burger: it's school school holidays today. Yeah. Um,

Janine Basson-Hermanus: Yeah.

Elke Burger: and then I think if there was nothing else, it was just the access. Oh, from a billing perspective, how do we do the

Barbara Dale-Jones: I was going to ask,

Janine Basson-Hermanus: Yeah.

Barbara Dale-Jones: do you need a quote from us in order to generate a PO or how do you want to do it?

00:26:07

Elke Burger: billing?

Barbara Dale-Jones: I can give you a quote.

Janine Basson-Hermanus: Do you guys need a P number?

Barbara Dale-Jones: I we don't need a PO number, but I think you Okay.

Janine Basson-Hermanus: Then it's fine. Then you just send us the invoice.

Barbara Dale-Jones: All right.

Janine Basson-Hermanus: Um then I can start processing.

Barbara Dale-Jones: Okay. All

Janine Basson-Hermanus: Um but how do we do it? Do we stagger it?

Barbara Dale-Jones: right.

Janine Basson-Hermanus: Um because I wouldn't want to just let me know. Can we split it? So just from a cash flow perspective,

Barbara Dale-Jones: Okay.

Janine Basson-Hermanus: it works better for us.

Barbara Dale-Jones: How were you wanting to split

Janine Basson-Hermanus: So if we're running and I mean you guys need to guide me here.

Barbara Dale-Jones: it?

Elke Burger: Could

Janine Basson-Hermanus: Um if we're running it up until July, so we can do it two with in two tranches or do you guys want to do it?

Barbara Dale-Jones: That's Yeah.

Janine Basson-Hermanus: Because I can guarantee I can't do it in one in one uh once off because um I need

00:26:52

Barbara Dale-Jones: Yeah.

Janine Basson-Hermanus: to be mindful of cash flow.

Barbara Dale-Jones: Okay.

Elke Burger: we possibly Sorry,

Barbara Dale-Jones: So,

Elke Burger: Barbara. Sorry. Sorry.

Barbara Dale-Jones: hurry on.

Elke Burger: just if if we can pay per cohort. If we just invoice per per cohort, then it's just

Barbara Dale-Jones: Is it? Um I mean that's going to be quite a lot of paperwork to do it that way.

Elke Burger: Yeah.

Barbara Dale-Jones: Um if

Janine Basson-Hermanus: We could do it once a month and then look at we could do it once a month and look at the codes that's within

Barbara Dale-Jones: Sorry.

Janine Basson-Hermanus: that month that we've covered.

Barbara Dale-Jones: Yeah. Or why don't we do it in sort of 25% tranches or something so that there's four

Janine Basson-Hermanus: Oh.

Barbara Dale-Jones: invoices over the six months. Um I just think okay if we start having to track who start which which cohort has started and stuff it's going to be complex and difficult to track. Um whereas if we just say well we know there's going to be you said 20 cohorts 18 cohorts of 20 people.

00:27:43

Janine Basson-Hermanus: 18. Yeah.

Barbara Dale-Jones: Um so yeah if if we did a quarterly um if we if we did four tranches that would be roughly every sort of

Janine Basson-Hermanus: Yeah.

Barbara Dale-Jones: 4.5 cohorts that

Janine Basson-Hermanus: Okay. Let me let me just cuz I want the names on here so that I have confirmation from

Barbara Dale-Jones: work

Janine Basson-Hermanus: them. Um so like I said cut off will be the 31st of December. Um so maybe your first invoice would then be end of Jan but by then I would have a definite number in terms of what's going to be on you and then we can split it into equal tranches if that's okay.

Barbara Dale-Jones: Yeah. Okay.

Janine Basson-Hermanus: four equal ones.

Barbara Dale-Jones: So, do you do you want to check from your side and come back to

Janine Basson-Hermanus: Yeah, because I just want to confirm because there are people that's leaving um and so obviously I wasted on the numbers that I had

Barbara Dale-Jones: us?

Janine Basson-Hermanus: at the time when I um collated this um but I'll get back to you.

00:28:38

Janine Basson-Hermanus: Is that fine Barbara? You and I can chat about

Barbara Dale-Jones: Yeah. Yeah. No, that's fine. That's fine. And it's fine to split it into tranches.

Janine Basson-Hermanus: that.

Barbara Dale-Jones: We would just want to in order to um catalyze the project, we would want to submit our first invoice now to you. But um that's absolutely fine to do quarterly or you know tranch four different

Elke Burger: Okay.

Barbara Dale-Jones: tranches.

Elke Burger: And then maybe one last thing from my side.

Janine Basson-Hermanus: Okay,

Elke Burger: Um, we budgeted based on the costs that we got with the

Janine Basson-Hermanus: this

Elke Burger: prior prior cohorts.

Janine Basson-Hermanus: here.

Elke Burger: Uh, I just want to know if that's still possibly the rate that we that you would charge us for the next cohorts.

Barbara Dale-Jones: Well, the um I think we charged you two different rates. You had an initial rate and then you had the standard rate.

Elke Burger: Um,

Barbara Dale-Jones: Our standard current rate is 600 rand per person. Um and that's what you were most recently charged. Um and we happy to charge you that rate for 2026.

Janine Basson-Hermanus: Okay,

Elke Burger: okay.

Janine Basson-Hermanus: I'm already checking my numbers.

Transcription ended after 00:30:37

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