📝 Notes

J & K

Invited Justin Germishuys   Kiyasha Singh

Attachments 📅 J & K

Meeting records 📄 Transcript

Summary

Justin Germishuys and Kiyasha Singh, along with Huma and Fana, reviewed the cyborg skills training progress, addressing student feedback and website scalability issues. They refined challenge content, structure, and duration, opting for a 14-day program with six challenges (four required), focusing on user engagement and "wow moments." Next steps include a meeting with Ala from Pragma on Thursday to discuss the rollout strategy and tailoring challenges to the sales team cohort.

Details

- **Meeting Overview:** Justin Germishuys and Kiyasha Singh discussed the cyborg skills training at DAB, focusing on the challenges and their implementation within the online course ([00:00:00]). They addressed feedback on the course structure and content, aiming for improvement and user engagement.

- **Cyborg Skills Training Progress:** Kiyasha Singh reported positive progress with the cyborg skills training, noting that students in the Cyono cohort seemed more technologically advanced and engaged with the seven habits more easily than those in the Incubo cohort ([00:00:00]). They utilized daily calls for support and incorporated demonstrations to enhance understanding of the habits ([00:01:07]).

- **Addressing Student Feedback:** Kiyasha Singh described a situation with a rude student, but they handled it professionally by maintaining composure and moving on to the next student ([00:03:23]). Justin Germishuys commended their handling of the situation.

- **Website Robustness and Scalability:** Kiyasha Singh expressed confidence in the website's robustness for a moderate number of users, although they mentioned a bug that they, Huma, and Fana were working to resolve ([00:04:37](#)). Justin Germishuys suggested a database-driven approach for handling multiple cohorts with varying challenge content ([00:05:39](#)), acknowledging that this was not a critical issue for the immediate Pragma rollout but vital for future scalability.

- **Challenge Content and Customization:** Justin Germishuys emphasized the importance of creating customizable challenge content for different cohorts, suggesting a database-driven solution to dynamically adapt to various client needs ([00:07:08](#)). They highlighted that the core value is in the process, not the specific challenge content.

- **"Improve It" Habit Script Review:** Justin Germishuys and Kiyasha Singh reviewed a script for the "Improve It" habit, discussing areas for improvement, such as clarity and avoiding vague language ([00:12:30](#)). They used AI to refine the script and arrived at a more concise and impactful version ([00:25:08](#)). They noted the synergistic potential of using the different habits together.

- **Environmental Triggers for Challenges:** Justin Germishuys and Kiyasha Singh brainstormed ideas for environmental triggers, considering the modern digital workplace and avoiding assumptions about traditional office settings ([00:35:47](#)). They discussed options like phone reminders, dynamic wallpapers, and social cues, with Kiyasha Singh suggesting using familiar songs as triggers ([00:40:44](#)). Justin Germishuys cautioned about the potential for decreased potency if using the same trigger repeatedly.

- **Challenge Structure and Completion Thresholds:** They discussed the optimal number of challenges per habit and per day ([00:46:01](#)). They decided to offer five challenges per habit, but with a completion threshold of 65-70% for program completion, treating additional challenges as optional extras ([00:48:53](#)). This addresses user engagement and avoids overwhelming participants.

- **Revised Challenge Suggestions:** Justin Germishuys presented AI-generated challenge suggestions that were more universally applicable and compelling, avoiding assumptions about the work environment ([00:50:23](#)). Kiyasha Singh suggested adding these to the scripts document. They agreed that the existing visual reminders within the app are sufficient, and that perfection isn't necessary for the first iteration ([00:52:54](#)).

- **Challenge Duration and Structure:** Kiyasha Singh and Justin Germishuys discussed the optimal duration and structure of the challenges. They decided against a 21-day program due to its length ([00:59:19](#)), instead opting for a shorter, more manageable timeframe. They agreed to use a 14-day structure with two challenges per habit, spaced out to encourage habit formation ([01:00:32](#)). The final decision was to have six challenges with four required, allowing flexibility and focusing on creating "wow moments" rather than completing all challenges ([01:01:55](#)).

- **Challenge Refinement and Review:** Kiyasha Singh and Justin Germishuys reviewed the existing challenges, making adjustments based on their suitability and effectiveness. They identified challenges that needed work or refinement ([01:04:07](#)), modified several challenges to improve their clarity and impact ([01:05:18](#)) ([01:08:29](#)), and removed some that were deemed ineffective ([01:07:03](#)). The focus was to ensure that the challenges provided relevant and engaging experiences for the participants, particularly ensuring the "guided" challenges focused on practical application rather than theoretical understanding ([01:11:16](#)).

- **Cohort-Specific Challenges and Rollout:** Justin Germishuys suggested tailoring the challenges to the specific sales team cohort before rollout to Pragma ([01:16:30](#)). They agreed that the core goal was to generate excitement and engagement, recognizing that even if only a few individuals initially embraced the program, their enthusiasm would likely influence others ([01:18:21](#)). They planned a meeting with Ala from Pragma on Thursday to discuss the specific roles and rollout strategy ([01:21:04](#)).

- **Technical Considerations for the Platform:** Justin Germishuys requested Kiyasha Singh explore creating a database to display cohort-targeted challenges without compromising the existing platform's functionality. They emphasized proceeding cautiously to avoid any irreparable damage to the platform before its demonstration ([01:21:04](#)).

Suggested next steps

- ☐ Kiyasha Singh will review the remaining habits and challenges, identifying those needing further work and revising the triggers, considering phone alarms or calendar reminders as alternatives.

- ☐ Kiyasha Singh will generate and select five examples of tasks that could be guided by AI, focusing on common corporate situations (not solely tech-related), which users want to do but struggle with.
- ☐ Kiyasha Singh will refine the 'Imagine It' challenge to be more open-ended, suggesting users envision a solution in a completely unusual or unexpected way.
- ☐ Kiyasha Singh and Justin Germishuys will create cohort-specific challenges before the rollout to Pragma, using the examples already identified.
- ☐ Kiyasha Singh will investigate the feasibility of creating a database to display challenges in a cohort-targeted way without breaking the existing platform.

J & K - Transcript

00:00:00

Justin Germishuys: Hi join or is this

Kiyasha Singh: Oh.

Justin Germishuys: transcript?

Kiyasha Singh: Um, yeah.

Justin Germishuys: Can kick it out then? Would you want readi?

Kiyasha Singh: They both fine.

Justin Germishuys: Do you use AI if we live in?

Kiyasha Singh: Not really.

Justin Germishuys: Okay, then I will deny it.

Kiyasha Singh: Okay.

Justin Germishuys: Cool. Okay, cool. How are you doing?

Kiyasha Singh: I'm good.

Justin Germishuys: Okay, I'm glad to hear that. Um, before we kind of get into anything else, I wanted to know how are things going with the cyborg skills training at DAB.

Kiyasha Singh: Uh so far so good. Uh I think that some of the students actually use the habits. So that's interesting. With the Cyono cohort, we introduce them to a bit more habits compared to the Incubo cohort because the Cyborg I mean the Cyono cohort seem a bit more advanced. technologically. So,

Justin Germishuys: Yeah.

Kiyasha Singh: yeah, it

Justin Germishuys: Okay.

Kiyasha Singh: it's a bit easier.

Justin Germishuys: Okay. And you're covering the seven habits that we're generally covering.

00:01:07

Justin Germishuys: You're not adding additional ones. You can. I'm not suggesting you can't. They were sucked. Thumb sucked to begin with. Um but okay, that's cool. And so

what what is it that you're typically doing in those sessions?

Kiyasha Singh: Uh so usually um during the sessions we just stay on the call with them for the

Justin Germishuys: Okay.

Kiyasha Singh: whole day.

Justin Germishuys: So, you carry on with other work and should they want to talk to you?

Kiyasha Singh: Then they

Justin Germishuys: Okay.

Kiyasha Singh: just cuz it's between Fana and I. So some of the students will specifically ask one of us

Justin Germishuys: Okay.

Kiyasha Singh: like can you answer this and then the person who's asked you generally tends to answer but if they can't then the other will respond.

Justin Germishuys: Okay. And do you do any like presentations or demonstrations for them?

Kiyasha Singh: Yes. Uh, so I was we showcase a bit of how they can use some of the habits because we find that if we just give them instructions and we don't actually show them how to use it, then they'll just be stuck on it for an hour when it's supposed to be something for 30 minutes.

00:02:13

Kiyasha Singh: So yeah.

Justin Germishuys: Okay, I see. Well, that's a good bit of insight that you have for setting up the challenges for cyborg habits cuz in the initial plan for the um online course, so we would have the videos, but we would also have some screencasts of us doing something. Now, we don't have that yet, but I'd like that to be an extension to say year is a live year is not alive, but here's a recording of, you know, using explain it like I'm five for a thing, you know, and then they can see what it looks like to do it. And that little video could be, you know, 20 seconds, you know, it doesn't have to be long. Just something that kind of demonstrates it. But we can worry about that later. We can also make it as we go. Like

Kiyasha Singh: Okay.

Justin Germishuys: suppose it's not too too hectic. Okay. But you're enjoying, you know, doing running the cyborg habit courses at DAB or 4D

Kiyasha Singh: Generally, yes.

00:03:23

Justin Germishuys: and

Kiyasha Singh: But I don't know how you guys deal with like some rude students.

Justin Germishuys: um you just don't look like somebody who will take any s***. So tell me tell me more about that. How are they read?

Kiyasha Singh: So, okay, I think I was at fault, but it was only one instance. So, I couldn't pronounce the first name. So, I kept referring to the student by the surname, and the student did not like that to the point where they made like a rude remark while they were correcting me. And I was like, "Okay." And I just tried not to show that I wanted to maybe physically punch the person through the screen, but I'm not saying that I would do that, just for reference. But

Justin Germishuys: No.

Kiyasha Singh: I tried not to let it show on my face, but it was quite like frustrating.

Justin Germishuys: Yeah. Okay. Those things are going to happen from time to time, but it seems like you handled it well enough. Uh, you didn't scream or shout or escalate the

00:04:37

Kiyasha Singh: No, I just let them say what they had to say cuz I asked them a question. So, they were rude. Then they answered the question and I was like, "Okay, thank you. Next person.

Justin Germishuys: Okay. Well, I suppose at the very least just try to pronounce somebody's first name

Kiyasha Singh: Yeah.

Justin Germishuys: and

Kiyasha Singh: Yeah.

Justin Germishuys: ask them like and just make it clear that you're having a bit of difficulty. If they still don't like that, then there's really nothing. No one can pronounce my surname. So, you can just like give them my surname and say, "Pronounce this." Uh, what would you In any case, um, okay, that's cool. All right. So, I think that in general, like what you've got with the website looks good. Um, are you confident that it's kind of robust that it will hold up if you if 20 people log in or 100 people log in?

Kiyasha Singh: for the most part. Yes, the I'm still facing a bug.

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Kiyasha Singh: So, Huma and I met up earlier today cuz we were actually looking through the code and he pointed out a silly mistake that I overlooked. So, I've been just trying to patch that up for a bit. Um, Fana and Huma have the link. So, the bugs list that they sent over, I asked them to just rego to go through the app again so that uh if the bugs aren't properly patched, I go through that. And I'm also giving five Dabbers the link for the app so that we can gauge how much they can actually do compared to the app.
Justin Germishuys: Yeah. So I mean interestingly enough um they a dabber might have some difficulty with the challenges as they currently are because it's not optimized for their context. Um, another question. How easy is it for you to let's say we have three cohorts and we needed slightly different challenge content for each cohort. Would the system be able to handle it?
Kiyasha Singh: Uh, I actually haven't looked into that.
Justin Germishuys: Okay.
Kiyasha Singh: In terms of the way the code is built, it's it's a bit not proper, so to say.

00:07:08

Kiyasha Singh: And it's also something that I was going through with YMA.
Justin Germishuys: Okay. Because I think that um so what one can do is have the challenge content pull through from a database. So instead of hard coding the challenge and even the reflection question data, what you would do is it would link to a database. Each student would be part of a cohort and each cohort at a cohort level
Kiyasha Singh: And that's the database.
Justin Germishuys: will have their own sort of challenges. So when you when they log in, it verifies them and then dynamically pulls in the relevant content for that um for that cohort or otherwise we won't be able to make customizations for the content per, you know, per client or we would have to end up cloning the entire platform every time. So um not my biggest concern for the Pragma roll out. So it's not something that needs to necessarily be fixed before then. Uh as long as we can keep we get the data for them and we can process it.

00:08:35

Justin Germishuys: But it will be something that we need if we roll out to more people. So if we get liberty and we get pragma then for pragma we might personalize it for salespeople for liberty we might personalize it for others and that is one of the selling points so I I've me one of the reasons I haven't been too focused on the challenges is because we'll probably end up creating different new challenges all the time and finding better ones and getting rid of older ones and you so on and so forth because it really doesn't matter. Um, you could ask somebody to explain, you know, the personalities of different Winnie the Pooh characters and how they can use them to guide their world view and their value systems. And each day they do that and they'll still get the hang of some of the habits. you know, it doesn't matter whether they're doing that or they're explaining a memo. Um, so I think when we started this, we kind of had a version for corporate and non-corporate and Allison said, okay, like create one that was like more corporate focused and I think on the whole you've done that.

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Justin Germishuys: Um, I think that the way that you explained it today was good that you started and that wasn't something we explicitly discussed, but it's still a good judgment call. The first challenge is setting up an environmental queue, but what I do think is that setting up the environmental queue should include doing it once. Do you know what I mean? So if you're going to set up an environmental cue to explain it like I'm five or explain it however you should still do it that day in some way. Um so I think from that perspective we can still have a reflection question for that that challenge. Uh before I carry on, I just wanted to ask you like what did you think of the Socrates thing I showed?
Kiyasha Singh: It was really really cool.
Justin Germishuys: It has visual impact. That's what
Kiyasha Singh: It
Justin Germishuys: I was.
Kiyasha Singh: does. I it was it was shocking in such a nice way like I also with with devil's advocate like both of them seemed I don't know how to express this formally but it was too OP.

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Justin Germishuys: Okay,
Kiyasha Singh: Yeah.
Justin Germishuys: I understand that reference. Um, but okay, cool. That's great. Um because I've been struggling for a while with the idea that AI generates a lot but we need a way to start getting a handle on it because my feeling is that the next level of human performance will involve human beings who are able to consider more things in more depth and complexity. So it's every human being has the ability to engage with complexity to an extent that was never possible before. But our brains are still the same. And so how do we benefit from all of that in a way that is comfortable for us but without making us feel overwhelmed or give up or just say okay AI take over. So I think that having the metaanalysis is a good design pattern for these kinds of things. When you go broad instead of having a summary of everything, what you need is a consolidation. So the difference between a summary and a consolidation is that a summary just simply tells you what was said.

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Justin Germishuys: Consolidation said, okay, we have all these perspectives. How do we integrate them into some sort of meaningful unified thing? And that I think is what we're kind of entering in here is the cyborg skills territory cuz the cyborg skills is okay, you're using AI to generate all these different perspectives that you wouldn't have been able to do yourself. But the skill is how do you use it? How do you ingest it? And then we also we can also design things to make it easier for people to ingest. But how should they how should they regard it? That's where the skills come in. Um but okay coming back to okay so I went into chat GPT. I just wanted to say I wasn't crazy about the make it better script. Um, like the script itself wasn't bad. It just I feel like it didn't quite hit the mark in terms of So, let's start with the script
Kiyasha Singh: Okay.
Justin Germishuys: because that will get me warmed up. All right.

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Justin Germishuys: Okay. Let me just share my screen. All right, let's just take it line for

line. Think of a time. Think of all the times you rushed to finish something. A message, a plan, a design, only to look back later and spot things you could have done better. What if you had paused for just a moment and made it stronger before hitting send? I think that's good. Actually, imagine if you had a second brain, always ready to help you refine your ideas, sharpen your words, and upgrade your thinking in seconds. Not to start from scratch, but to take what's already good and make it great. So, I think it's this part that I didn't really like. Um, we can think of, but I think that's fine. Although, second brain, I'm not sure about this. But it's not bad. Um, okay. Let's come back to that. That's exactly what the improve it habit is all about.

Kiyasha Singh: Good morning.

Justin Germishuys: So, I'm just wondering about how that links to this.

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Justin Germishuys: Okay. You'll use AI to catch weak spots, strengthen arguments, and make clearer, more confident decisions without overthinking. With each tiny upgrade, your work becomes smarter, sharper, and more impactful. So I feel like this. So there are a couple of things that I'm feeling are a bit mismatched here. One, we're talking about a second brain that is helping you and then suddenly we talk about it being a habit. And so if you want to talk about it as a habit, I think then that idea of something that you're doing needs to be consistent. you know, it's not just so one could argue um so instead of not all you had to do was edit or something like that, you know, so that might not Perfect. But the idea is there. Imagine if you had a second brain always ready to help you refine your ideas, sharpen your words, and upgrade your thinking ex in seconds. All you had to do was let it or let it help you or whatever. Then that is but now use AI to catch weak spots.

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Justin Germishuys: That's what critique it is for. So critique it can help you improve an idea. That's why I wasn't so sure about including this category. We want to talk about seven habits, but I think we haven't gotten very clear on what makes improve it significantly different from the others. So, I think that maybe that's something we should think about quickly. So, let's say you have explain it like I'm five. Well, you can take that and you can ask the question, how can I make this better? Right? So implicit in

improving is critique. But critique isn't always used to make something better. Sometimes it's used to dismiss something or to decide that that's not the route you want to go. So it can make it better. Okay. Um let's say you write something and you want to get maximum impact. It's not guide me through it. It's not what if. All of those can help you improve things and that's the goal. But I think what improve it can do is it really just embodies the habit.

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Justin Germishuys: How can I make this better? That's it. And so it's it's this habit where you simply don't accept that you've done the best you could. Now I don't want to say that because that's not a very empowering thing to say. Okay, let's just read the rest. So this without overthinking I don't I feel like the word overthinking is misused. With each tiny upgrade, your work becomes smarter, sharper, and more impactful. Ready to see how much better your final version can get? Now that I like dive in now, how many times does dive into come up across the challenges?
Kiyasha Singh: I'm not sure actually. Let me check.
Justin Germishuys: Um, so this last part is fine. This part is fine. The part that I really want that part is fine. So almost what I want to say here is let's get rid of that. Um, that is exactly what this. Um, Okay, so I just need to think of a better way to write this.

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Justin Germishuys: So you you see where I'm kind of going with this. It's just um and I don't want to say the accumulation that's something like that. I don't know. What do you think?
Kiyasha Singh: It's It's Don't you think it's a bit vague?
Justin Germishuys: Yes.
Kiyasha Singh: Is that what we're going for?
Justin Germishuys: No,
Kiyasha Singh: Oh, okay. Um.
Justin Germishuys: no. I think it's a it's a perfectly legitimate thing you've just said. Um, but
Kiyasha Singh: Oh.
Justin Germishuys: the

Kiyasha Singh: Um,

Justin Germishuys: thing

Kiyasha Singh: sorry.

Justin Germishuys: Okay. So, let's critically check whether this is a problem. It might be. I think that you you make a good observation but it is sort of more aligned with what the point is. So, what did you want to say? And then I'll come back to you.

Kiyasha Singh: Um I wanted to say uh maybe you can say I don't know if we could add on to this but something like over time add up to massive gains where it reflects in your work it becomes sharper more impactful something like

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Justin Germishuys: Okay, let's try this. Let's try this another way. Normally, what you can't do is you can't take strikethroughs or edits. and copy and paste this into AI. But what you can do, and this is something that I would like to try, is take a screenshot and then um let's grab this. Okay. So, look at these edits. What do you think? How can I make this even? Make this better. Okay. So, let's see. Okay. See, I had a problem with second brain, but it also picked it out.

Kiyasha Singh: Mhm.

Justin Germishuys: Add a stronger CTA. Start building your improved habit now and and watch just okay become exceptional. Yeah, useful. Highlight the quote. How can I make this better? maybe in a different font size or as a pull quote. Okay, it's a script. So, um Okay, so let's go back here. Who you think? Okay. So, I said, "Do you think it's a bit too vague? And

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Justin Germishuys: if so, how can you make it better?" So, yes, you're right to question that sentence. It's strong in spirit but a bit too broad and and abstract. So AI agrees with you. So hundreds of small enhancements and massive gains of phrases that sound good but they don't convey much. So no matter what you're working on an email, pitch or presentation, you'll automatically ask AI, how can I make this better? Tiny upgrades in clarity turn and logic compound fast. So I don't like that because it's too restricted to emails, pitches, whatever you're working on, you'll be asking, "How can I make this better?" That single question applied again and again leads to clearer thinking, stronger

communication, and work you're generally proud of, genuinely proud of. Okay. So, um just want it to be about writing or thinking or presentations. It really needs to convey that we can use this for anything and everything. and that. Okay, let's see. Okay, I like this one. Uh, what do you think?

00:29:24

Kiyasha Singh: H thank you. Yeah.

Justin Germishuys: Okay. See, this is a very interesting thing about um working with AI and human AI interaction because it's so I want to call out a couple of things. One, we started on the task and then used the habit that the task was about to improve what we were doing. The other thing is often the improve it habit is getting to an approximation, getting your rough idea. So you're not scared to get something out just to get the the shape of it. And then what you can do is you can say how can I improve it? How can I prove this further? How can I improve this further? And from there you can have a um kind of an iterative loop. So sometimes AI doesn't know what direction we want to go in but we don't know in detail what good looks like. The other thing I want to point out is that the habits aren't meant to be used in isolation. It's not one and done.

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Justin Germishuys: You can say critique this play devil's advocate and then devil's advocate rips it to shred shreds and then you say now how can I improve it so that tag team is super powerful Um,

Kiyasha Singh: I find this interesting because um when we were with the Sabono cohort. So we have like a overview of the lesson plan.

Justin Germishuys: Huh?

Kiyasha Singh: So we weren't going to introduce them to any new habits because we wanted to be the same as the Incubo in terms of how many they have each. However, as Fana was explaining a bit of the activity, I I actually talked about improving and I said, "So you guys must just take like the ideas that you have, ask AI to critique it and then improve from there. And you can do it vice versa whereby you have something that's improved or it gives you something then you must ask it to critique itself and where it can improve." So, I just found that funny cuz I did something similar.

Justin Germishuys: But okay, I think then um but it's natural.

00:32:07

Justin Germishuys: It's logical. That's the thing that's weird. None of this stuff comes as a surprise. Um I do the this master start course. They built it around a lot of my ideas and so it's been running for about a year now and most months I have a cohort. So I have one facilitation session a week. Ruan Skutter by the way who we spoke to today is one of my students in one of the master start in in one in my most recent cohort. So that's going to be interesting. He's going to join every week and listen to me talk about random stuff. A lot of the stuff as well. Um, so most of it is just simple logical, you know, it's what you should be doing and it's obvious once you've seen it. But every single cohort that I've had from the beginning in the closeout ceremony, and we had one today as well, they all say that the thing that blew their mind the most was Devil's Advocate. Everybody agrees.

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Justin Germishuys: And I keep thinking, you know, if I could just spend the rest of my life getting everybody on planet Earth to use Devil's Advocate as a matter of course. Like how much difference that would make. Um, but nobody thinks that that one thing is enough and I think it would be But in any case, at least with Stride Shift, Allison and Barbara and Steven have bought into it and they back me on it. So that's nice. Um, okay, cool. So I think let's have a look at this now. Think of all the times you rushed to finish something, a message, a plan, a design, only to look back later and spot things you could have done better. What if you had just paused for just a moment and made it stronger before hitting send? Imagine you had a second brain, always ready to help you refine your ideas, sharpen your words, and upgrade your thinking in seconds. All you had to do was let it. That's exactly what the improved habit is all about.

00:34:26

Justin Germishuys: You'll start asking, "How can I make this better?" No matter the task, from everyday decisions to big creative projects, that habit leads to constant progress. Small upgrades multiplied daily turn into massive improvement. Ready to see how much

better your final version can get? dive into the challenge and start building your improved habit. You'll never settle for just okay again. Now, I think there was one more higher up. Yeah, I don't like that. That's a bit. So the

Kiyasha Singh: Yeah.

Justin Germishuys: second brain, what if you you had a smart assistant that could instantly sharpen your your thinking? I actually like the second brain because it's actually more aligned. So even if it is overused, stuff it. There's a reason it's overused. Okay. Are you happy?

Kiyasha Singh: Yes.

Justin Germishuys: All right. Cool. Then I'm happy. Cool. Then let's move on to the next thing. Okay. Let me just stop presenting for a second so I don't need to subject you to like all my past open AI cuz then you'll see like what simplistic things I ask it to explain to me.

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Justin Germishuys: Um do uh okay let's have a look here. All right. So, I stuck in your challenges and I asked into chat GPT and let's just quickly share that again. Okay. Did you say place an expanded label on your pen holder?

Kiyasha Singh: Yeah,

Justin Germishuys: So the problem is that not everybody has a pen holder anymore. Your age is showing.

Kiyasha Singh: it's difficult because I had to think of something that a corporate person would have and they don't have a lot of things that is always present on their desk like nobody has just flowers on their desk. So I'm assuming well

Justin Germishuys: Yeah.

Kiyasha Singh: okay of from now the youth or whatever the new age corporate people they don't usually have a lot of stuff on their desk and I don't want to repeat the environmental triggers because then it'll clash

Justin Germishuys: No, you're right. your thinking your thinking on this is perfectly spot on. Um, so this is something we do need to just but a sticky note on the computer screen is fine.

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Justin Germishuys: It could also be, you know, um, so let's just just brainstorm like some easy environmental triggers for somebody who who's in corporate. Okay. Um, let's just start a new one. So, let's come up with um what are some good options for environmental triggers that can cue habits for somebody who is in a corporate setting? Factoring in that we live in a digital age and we've gone paperless and not everybody even uses a pen anymore, but most people have a device of some sort. Um, they also have the clothes that they wear. um their environment typically they're either going to be taking public transport or their own vehicles. Um it's not a given that they're going to go into an office. Uh they might do a lot of their work online using teley presence and that's just some of what we can think of. So obviously one trigger they can set would be a cell phone reminder or an alarm but we can't use the same cue for every habit that we want to um trigger.

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Justin Germishuys: So what are some simple options that we can use for environmental triggers? Okay. So, let's see. I It's doing this more and more lately. This kind of dual thing. I don't want to have to read two responses.
Kiyasha Singh: Yeah.
Justin Germishuys: So, I'm going to pick the one that came up first. dynamic phone wallpaper. Um, move one
Kiyasha Singh: What do you do?
Justin Germishuys: move the one app tied to the habit to the dock only on days intended to use it. No, that's not really Bluetooth pair Q. When earbuds connect, a shortcut auto plays a 30-cond audio mantra. Browser new tab direct extensions. um physical but portable. So, flip your watch or fitness band to the opposite wrist until you've done the habit. So, this is good actually, you know. Um but not everybody will have a watch. So, uh, carry a smooth stone or coin. Move it from right to left pocket after the habit. Tiny colored magnet.

00:40:44

Justin Germishuys: Rotate a ring 180° after a queue fires. Um,

Kiyasha Singh: Can I ask
Justin Germishuys: yes.
Kiyasha Singh: something?
Justin Germishuys: Go
Kiyasha Singh: So,
Justin Germishuys: for it.
Kiyasha Singh: would you be opposed to having one environmental trigger? For example, setting an alarm, but when it comes to setting an alarm for a specific trigger, the sound that they use is a familiar sound. So for example, a happy song that they enjoy can be used for explaining. So for let's assume they take three days to explain it. Whenever they hear that song, they'll just think of the habit. And then the same thing applies with the rest of the habits but with different songs.
Justin Germishuys: Yeah, but it'll lose its potency. That is
Kiyasha Singh: Okay.
Justin Germishuys: the concern. Um, so let me just quickly Okay, let's do this. Okay, so I did look for. So a red question mark emoji. So, what you could do is um so we can have a a phone alarm, a little sticker that you place on your um laptop, changing your phone's wallpaper, um planet, which could be like a calendar reminder.

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Justin Germishuys: So putting also it's useful if the um reminder is on something that you use frequently. Um another environmental trigger is actually social. So, we don't think about this, but let's say most people who do this um will have some people around them. Um so, you could say um and the environmental trigger doesn't have to be there forever. It can just be there for a week if you want it to be. So you could say, look, um, schedule, um, yeah, maybe this won't work. But here's the thinking. Sometimes when you have to tell somebody else to use a habit, it reminds you. But let's say you have a cohort of people of five or 10 people and you say to them, "Look, reach out to one other person in your cohort and remind them to do this." Then that would be their challenge for the day, but they will have become the environmental trigger for somebody else. Now, that's not very effective because everybody might do the same challenge on the same day, in which case everybody's just reminding everybody of the thing that they were told to remind everybody else about.

00:44:06

Justin Germishuys: And that's just silly. But it's not hard to imagine that we could say teach this habit to one person, one other person today because then that person is likely to remind them. So it doesn't it doesn't strictly fall under the environmental queue but it can be. So I think that having the um or you know um this is something that I did with my master start cohort um cuz I bring the habits in. It's not part of the course. It's not written down anywhere. I just teach them anyway. But I said to them like part of the community forum where they have to have conversations. Like usually nobody engages on a community forum at all. But I said to them, I want you to use devil's advocate on one very weird thing today. Like something completely odd. but um and then had them post something about it and they did some very very interesting things. So I think that one of the one of the challenges we can have for like critique it would be pick something that you've always just taken for granted and accept it as true and run that through devil's advocate.

00:46:01

Justin Germishuys: Not everything has to be a workbased challenge because ultimately it just has to resonate with them.
Kiyasha Singh: Okay.
Justin Germishuys: And then what we could do is um so pick one thing that you consider to be good or right or true. It can be a belief, a piece of work, whatever. and just run it through and have it say um play devil's advocate on this or whatever the case may be. I think that that's a nice because also I was doing a bit of a count. If we have three challenges across seven habits and each one has an environmental queue, that means we only have two challenges and then that will span 21 days. But if we expect people to only work on it 5 days a week then and do one challenge every day, we're already heading into four-week territory.
Kiyasha Singh: Okay.
Justin Germishuys: Um, and so that might be too long. Um,
Kiyasha Singh: So, do you think it would be better to make it three per ch per habit?
Justin Germishuys: if it's three per habit, then so what what is it that we need to do?

00:47:37

Justin Germishuys: Um, I'm just thinking this through. Look, ultimately people are going to start getting bored if we give if we have them do it for
Kiyasha Singh: Would
Justin Germishuys: more than two to 3 weeks or even for more than two weeks for that matter. There's a very good chance that people are going to start getting bored and drop off and they won't finish. That's that's probably the biggest problem. the cospic.
Kiyasha Singh: you
Justin Germishuys: Yeah.
Kiyasha Singh: sorry uh would you say that it's better to have it three per habit and then have like a separate package where it's the full five just for like like in terms of the pricing scale or something? So for starters like the first tier would just have the three per habit and then if businesses or people actually want more then they pay a bit extra for five per
Justin Germishuys: Look, more isn't necessarily more value. This is the problem. Um, this comes back to what I was saying before about radical simplicity. We need to achieve the result, but it needs to be frictionless and people shouldn't get bored.

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Justin Germishuys: Um, but you're not wrong. Let's let's do it so that we have five, but we only make one kind of mandatory or two or three. So, we create a completion threshold for the program. they have to complete 65% or 70%. Anything else they can do is considered extra. So, while we are we're only going to ask them to do one challenge a day, um there's no reason they can't do two or three. Um, we could also bundle it so that we can tell them, look, here are three things. We're going to ask you to do three things each day. And each thing is going to take you about a minute or two. Which case, we're saying that if you budget five or 10 minutes a day, you can do three of these things. So, it doesn't have to be one a day. there's no reason to make it just one a day. Um but also if we design the challenges so that they have enough wow impact that's often enough.

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Justin Germishuys: All right. So let's just quickly get back to this. So, I took all of your

challenges and I said, "In general, suggest challenges that are more compelling, easier for anyone to do, and does not make assumptions about people's environments. It's safe to assume that they use a device, for example, but not that they will be reaching for a pen during the workday. You can't assume that they will have a meeting, but we can assume that they have at least one person they can reach out to." And then it came up with some useful ones like Uh, drop to one sentence test. Copy any paragraph you're working on, paste it into your AI chat, and ask compress this to exactly one sentence a smart 12year-old would understand. That's not too bad. Blind spot scan for suggested. Send the AI suggest one thing I could do today that would remove friction from my workflow based only on what you know about knowledge workers. That's a useful one. So, we're actually saying like plug this into AI and see what you get.

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Justin Germishuys: Um, plan it two minute tomorrow draft. Type given my role, describe in one line. Draft an ideal schedule for tomorrow in five bullets. Pick one bullet you weren't planning and calendar it. You know, these these are actually pretty good. Um, paste any decision or idea into AI with argue the strongest case against this in under 100 words. No fluff. snap review the objections before proceeding. These are all good and they apply to anyone in any context. So, um can I put this somewhere?
Kiyasha Singh: Uh, you can put it in the scripts document but at the bottom I think it'll be easier.
Justin Germishuys: All right. So, let's just do that then. Let's switch this off. Yeah. So these ones are pretty good. You don't have to take them. But as I said, what you need to start doing is um maybe putting together a library of challenges. And when we go to a client, because before we we roll it out, we actually have to sit down with them and say, "Look, we want to introduce some challenges that are relevant in these people's environment. None

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Justin Germishuys: of these actually require anything extra. So it's so paste your last email slide or note and say add one unexpected twist that would make the reader smile without hurting professionalism. But now the important thing is they need to know that they're using explain it, suggest it, plan it, guide it. So sometimes the challenge itself

doesn't make it clear that they're working on a planet challenge. And so we just need to add an element that that shows clearly that they're that almost you have to have planet challenge, you know, so that there's a constant visual reminder. Okay. Okay. So that was that um

Kiyasha Singh: So, um, sorry. So, that would mean the way it's already set up in terms of the little tab on top that says the habit name in the corners.

Justin Germishuys: yes. So that's

Kiyasha Singh: Okay.

Justin Germishuys: fine as

Kiyasha Singh: Okay.

Justin Germishuys: long as there's something that but we also perhaps have to we look as I said to you before we don't have to get this perfect for the first iteration.

00:54:12

Justin Germishuys: It just has to be good enough. What I would like to do is um yeah so what I'm thinking is that we should have you can review these and I think Most of these are okay. You can, you know, devil's advocate. And it's good for us to probably have four or five per so that people have the optional extras, but I think that we need at least one like this. And um also there's no reason why we can't actually make it more on the nose. So we can say to somebody pick three things today any three things even something that you understand and ask AI to explain each one of those like you're 5 years old 10 years old and 15 years old. Like that's the challenge. Pick three things and have it explain it to you like this. That's it. so that they can see that um they can do more than one thing. Suggest it. Um now suggest one thing I could do today that would remove friction from my workflow.

00:56:02

Justin Germishuys: That one thing is really really powerful. Um, so I don't think we can need to do that. Plan it. That's fine. So, let's do it like that. Um, so here I would actually use the words uh play cuz I want people to know the word devils advocate and argue the strongest case against this. Okay, cool. That's fine. That's fine. That's fine. But we can have an alternative. That's So, what I like about these is that they don't specifically relate to a memo or um a policy document. You can use those as examples. So, I'm not

saying that the ones that you have are bad. So, let's actually just quickly look at which ones were were good. Um, but actually I have it here. Oh, wait. I had it broken up into Okay. Copy a snippet from a C recent. That's fine. How did That's fine. That's perfect. So a lot of these are fine.

00:57:54

Justin Germishuys: Uh how does this explanation align with your original? Pick any project idea you have. So the explain it in 30 seconds doesn't necessarily capture explain it simply. So the goal is not to have AI explain things. The goal is to have AI explain things simply. So I think AI when it suggested this didn't quite capture that. So I would say explain it. um using simple terms or explain it to a uh a newbie or somebody who's uninitiated in 30 seconds like that's useful. So that's fine. Um so you didn't need that one. This one is

Kiyasha Singh: the simple sticky.

Justin Germishuys: Yeah, I think that one's fine. Um,

Kiyasha Singh: Okay. Which one do I take out so that I can add the the new one or should I just add the new one.

Justin Germishuys: just add the new one.

Kiyasha Singh: Okay.

Justin Germishuys: Um, look, any one of these will work. Uh, I think what we just need to figure out is, um, do we want to give people one challenge per day or do we want to give them two or three challenges a day?

00:59:19

Kiyasha Singh: If we make it six challenges, we can have it two per day.

Justin Germishuys: Yes. But then that's three days and then that's 3 * 7. That'll be 21 again. Um,

Kiyasha Singh: Is 21 days too much?

Justin Germishuys: so it's 21 working days and so that is too much. Um,

Kiyasha Singh: Okay.

Justin Germishuys: that's why I want to make some of them optional and I want to make the completion threshold. Um, you may want to think about that with the platform as well. If you can't nail that, it's not a big deal. We will know that we've set the

completion threshold. And again, the goal is not that they do all of these. The goal is that they have a wow moment. Like, I didn't know I could do that. Um, so even if we just did one and one of these, that would be fine. So, what we can do is with the clients, we can sit down and say, "Look, here we have a pool of challenges. We

01:00:32

Justin Germishuys: want to pick three or four from each. So let's say we did two days. We did um two challenges and two challenges. That means that they would do four challenges. What I would ideally want is one thing that produces habit change is to space them. So I don't think that somebody should spend a week doing explain it. I think they should do ex do two challenges of explain it
Kiyasha Singh: And
Justin Germishuys: and
Kiyasha Singh: then
Justin Germishuys: then
Kiyasha Singh: something
Justin Germishuys: move
Kiyasha Singh: else.
Justin Germishuys: on to a different one so that in the span of a week they might have covered five of the the habits, right? And then the next week they kind of circle back. So if you have two challenges per habit or or sorry two days per habit, it'll span over 14 days and that's still more than 2 weeks. So but it's fine because we said this will go for 3 weeks. So if we say each day you need to spend 10 minutes, you need to do these two challenges.

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Justin Germishuys: We can even mix it up so that we can say you do one, you know, explain it followed by a blah. You do one what if followed by a planet. You know, we we can mix it up so that they experience using. So although we're we're putting them in little boxes and people can it's self-paced they can do however much they want to do including the extra ones that are not required. I think all that we need to do is make four of them required. So if
Kiyasha Singh: Okay.

Justin Germishuys: you have six challenges and four are required then you know whatever we can set up like a a recommended journey where we can say okay given and again you can um let's just do it like this. Okay. Um given the original challenges, um make challenge pairs, um each from a different habit. um that will run over 14 days. So that would be um uh choosing only two uh only four challenges. Um paired. Okay. Let's see what happens.

01:04:07

Justin Germishuys: Okay.
Kiyasha Singh: Um,
Justin Germishuys: So, sorry. Go ahead.
Kiyasha Singh: I wanted to ask if we can continue to go through the rest of the habits and the challenges so that I can note which ones need work. And
Justin Germishuys: Oh, for these up
Kiyasha Singh: yes,
Justin Germishuys: here, the originals. Okay, let's go down. Okay. When facing a decision today, ask AI to give you two more options with pros and cons. Think that's fine. When you encounter a repetitive or timeconsuming task, ask AI to give you three ways to speed it up. That's fine. Um but not when you encounter say identify one repetitive or timeconuming task in your day or week. It needs to be something they do now. So the the fact that they're in the program is an environmental trigger. So the program is an environmental trigger. We're going to probably send them emails each day. That's going to be an environmental trigger. So they're going to have consistent environmental triggers reminding them that the habits exist.

01:05:18

Justin Germishuys: And in those emails, we can have a section where we say um you know which of these habits are you going to do today. So each day in the email, we tell them what all the habits are. So there are lots of little things we can do in terms of the fact that the program is running to um identify one problem you're currently facing and ask AI to suggest three possible strategies to solve it. Um so not so big on this um ask AI to give you three ideas for an employee recognition program. I really don't care for this one because why um employee some people work by themselves somebody so I

think that um what you can say is instead of identify one problem you're currently say what is your biggest gripe now ask AI it's much different you So, what is your biggest gripe or frustration at the moment and then that will work? So, not too keen on Bravo boost, but everything else is fine. Planet uh like I don't understand this one. like this isn't actually an environmental trigger.

01:07:03

Justin Germishuys: So, I think we can drop this one.
Kiyasha Singh: Uh, in terms of the triggers, I was thinking that I'm going to have to redo them all. Have you been looking at the triggers?
Justin Germishuys: Yeah.
Kiyasha Singh: Oh, okay. Okay. Uh then I think for planet it can just be the phone alarm cuz then they're also planning.
Justin Germishuys: Yeah. I mean, it it could be the phone alarm or it could be a calendar reminder first thing in the morning to use, you know, the planet habit on one thing in their day. So, that's typically what a calendar reminder would be. So, I think a better one would be a calendar reminder for this one. Um, yeah, I think that one's fine. That's fine. I think that's fine. Um, everybody needs to learn. Use AI to help create a plan that aligns task. Okay. Not too keen on this last one. Otherwise, it's good. Uh, guided Yeah, I think that's fine. You can even draw a compass on a piece of paper if you want to.

01:08:29

Justin Germishuys: Um, it's not brilliant, but it's not bad. Ask AI to guide you by helping you design a step-by-step reflective. So, this was planet. So, this one's fine. This one doesn't work because it's basically explain it in disguise. Guided is always guide me through doing something. So you could say um identify one thing that you haven't gotten to that you've been putting off because it's confusing or tedious and have AI guide you through it. for instance. Um, so ask AI to guide you by helping you design a step-by-step reflective team building. Team building is not a thing you want to ask them to do. So it's not most people's personal job to do a team building exercise. Um, so basically what we can say is like you know have AI guide you through setting up better stam spam folders filters in your email or uh not spam filters but perhaps um have it guide you through using some tech you're not familiar with or so I think those are fine.

01:10:03

Justin Germishuys: Um, that policy one just doesn't work because it's just explain it.
Kiyasha Singh: Um,
Justin Germishuys: Uh,
Kiyasha Singh: I'm
Justin Germishuys: ask
Kiyasha Singh: a bit
Justin Germishuys: to guide
Kiyasha Singh: confused.
Justin Germishuys: you through it. Yeah.
Kiyasha Singh: Sorry. Are you talking about the mind path one? I should change it so that um have AI guide you to setting up better something like or guide you step by step on how to use a specific technology or function.
Justin Germishuys: So, you already have that.
Kiyasha Singh: Yeah.
Justin Germishuys: uh so techtutor but the others are not quite right. So the issue is that um what you wanted to do is guide you through something that you're doing now. So it doesn't have to be a tech task. It could be have it guide you through. Let's just I think a useful thing would be let's just go here quickly. Um what are some things that most people in a corporate setting would encounter that they could use AI to guide them through it? Now I just want to be clear.

01:11:16

Justin Germishuys: Guiding them through it is about physically getting it done, not about guiding them through understanding it. So guiding somebody through setting up some feature on their device is an example of good. Guiding somebody through a policy document is a bad example because that's not the sense of guided that we're looking for. Okay. So, let's just quickly get some ideas. Is that your phone?
Kiyasha Singh: It's fake.
Justin Germishuys: Okay. So,
Kiyasha Singh: I don't I don't want actual plants in case there's insects on
Justin Germishuys: okay.

Kiyasha Singh: my table.

Justin Germishuys: All right. Let's see what we have here. No, that's not. No. No. It always does this. It takes it too literally. I give it one example and it thinks everything needs to be a tech example. Okay, let's just switch it off there and say okay like don't do searches um need not be tech focused. No. Yeah. So these are probably good giving constructive feedback. Um yeah.

01:14:08

Justin Germishuys: So I think that these these are pretty good. Obviously not. So um okay, let's come back to it. So the guide me through it needs to be like things that you would want to do but that you're not good at doing where AI can walk you through it step by step while you're there. So I think if you can just go into AI and generate like a couple and pick five, it'll probably be fine. But on the whole um these guided ones are not the only one that is useful is this one. But um

Kiyasha Singh: including the

Justin Germishuys: yeah, that's fine.

Kiyasha Singh: Okay.

Justin Germishuys: Critique it. So I mean this has also um put a giant question mark on your background or whatever the case may be. Um yeah, that's fine. Imagine it. So, this one's too vague. Norm shift. This one is um I think what we can do is with imagine it we can make it more open-ended. So you can say instead of you know envision delivering it entirely online or through a gamified experience which a lot of people already do you could say in a completely unusual or unexpected way.

01:16:30

Justin Germishuys: You know that and then what I want you to do is actually try these challenges yourself. Um, yeah, I think this one's fine. The reversal. Um, so this sharpen shot. Um, I think it's fine. It's not like too much of a critique. I'm not so sure about this one though at the bottom glow upgrade. But other than that, I think these are fine and they can stay the same. What we're going to do is we're going to sit down with Ala before it rolls out to Pragma and basically formulate ones that are relevant only for the cohort. So if I go down here um I said make challenges tail to sales team and it actually came up with good ones for a sales team. You know, we can tweak these, but um paste

your product blurb into AI and say, "Rewrite this in 11 words max so a firsttime prospect instantly sees the win." That's great. Um suggested, "Give me one unconventional way to preempt the pricing objective objection on my next call."

01:18:21

Justin Germishuys: Um, prioritize these five open opportunities by wability and next action. The these are great. So, let me quickly So, I asked for it to create like wow moment challenges and I actually found that it was um Sorry, can I paste it in here?
Kiyasha Singh: Yeah.
Justin Germishuys: Cool. Okay, then I think that's pretty much where we've landed for today. Um, I hope you found this useful,
Kiyasha Singh: Yes.
Justin Germishuys: but like I said, I'm not as committed to what the challenges actually are, which is why I'm not being super,
Kiyasha Singh: Yes.
Justin Germishuys: you know, um, specific. They really can be anything. And people can get stuck in criticizing the specific habits, but really somebody only needs one wow moment and the program itself will remind them every day. And if the roll out is good, then whoever is managing the roll out will remind people, you know. So even if there isn't super high engagement on the program, if we can just get, let's say you have a team of 10 people and you can just get three people really excited about the habits and the other seven don't really come to the party right away.

01:19:50

Justin Germishuys: They kind of do the course. Those three people will evangelize and those seven other people will come around eventually.
Kiyasha Singh: I didn't catch the word you just said.
Justin Germishuys: evangelize.
Kiyasha Singh: I'm always writing down words whenever I have a conversation with you.
Justin Germishuys: It comes from religion, but it applies here too. So you talk about evangelists, people who go from place to place to talk about their religion and spread it. And so that's basically what evangelize means.
Kiyasha Singh: Okay. I didn't think that it was it could also be used in this context.

Justin Germishuys: Okay. Useful. And then

Kiyasha Singh: Okay.

Justin Germishuys: if you use it in a in a meeting, you'll sound very clever

Kiyasha Singh: Yeah, I'm I'm building up my little book.

Justin Germishuys: of words to use that make you sound clever. But don't use them wrong or they make you sound stupid.

Kiyasha Singh: Yeah.

Justin Germishuys: Okay, cool.

Kiyasha Singh: Okay.

Justin Germishuys: Okay, thank you very much. Uh I'll chat to you soon and like maybe ping me again tomorrow or Wednesday and we can see how this is progressing.

01:21:04

Justin Germishuys: Um we just need to be somewhere by Thursday so that we can talk to Ala from Pragma.

Kiyasha Singh: Um, can I ask? So on Thursday, that's the meeting where we find out their specific roles that we're going to be rolling out to and then from there. Okay.

Justin Germishuys: Yeah. So just a a reminder, one thing that I do want you to look at without breaking the entire platform that you've built is

Kiyasha Singh: The threshold. Sorry, let me let you finish speaking. My bad. You think

Justin Germishuys: so the thing that I want you to check without breaking the platform is can you for instance create a database in which you're putting the the challenges so that they would display in a cohort um targeted way. But I don't want you to make the change if it's going to break your old platform for now. Let's just take it slowly. Because you might not have a backup. And if you change something and it becomes, irreparably messed up. Then you won't have anything to demo. so, Tread proceed cautiously. All right, Cool. I will chat to you soon. Have a fantastic evening.

Kiyasha Singh: You too. Thank you. Bye.

Justin Germishuys: Okay, bye.

Transcription ended after 01:22:44

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