

# NOW WHAT: SAMPLE PROBES

## ● Strategy

- Is trust cheaper?
- How can we both self-organize and stay aligned?

## ● Structure

- Can regular reflective meetings improve customer relations?
- Can our board of directors include a CEO, a representative elected by staff, and a customer?

## ● Process

- How include customer feedback in board meetings?
- Can we organize transformative learning?



# SOME BOSSA NOVA PRINCIPLES



- **BB #1:** **Trust** people with the freedom to act; don't punish everyone if someone should abuse it.
- **BB #2:** Govern through **shared values** and **sound judgement**; not through detailed rules and regulations.
- **OS:** Self-organization, passion & self-responsibility, **empowerment**.

# Sample Probe: Is Trust Cheaper?

- **Background:**

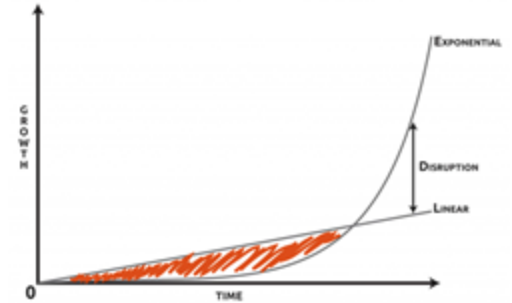
- Traditional travel budgets and controls seem to assume people can't be trusted.

- **Hypothesis:**

- Such guidelines and budgets cost more than they save and are demoralizing.

- **Experiment:**

- Pre-survey and audit. Try for three months in a few units with other units as controls. Post-survey and audit.



# Examples of Companies Using Probes

- ING
- Ericsson
- Walmart
- Equinor (Statoil)
- Spotify
- Titansoft



# Many Thanks!

John Buck, @johnabuck  
John.Buck@GovernanceAlive.com

Jutta Eckstein, @JuttaEckstein  
Jutta@JEckstein.com

<https://www.agilebossanova.com/>



Art by Katja Gloggengießer