

Course 10 — Ask Boss Everything

A 9-modules CyberG7 system — research-backed, build-as-you-go.

THE COURSE AT A GLANCE

Subsidised AI courses teach tools, founder coaches assume your next hire is a person, and implementation vendors build you a bot you cannot change. Ask Boss Everything, the twelve weeks that stop them, is the one that installs six operating primitives in one fixed order, has you build your first AI employee yourself rather than buying one, and names where every borrowed idea came from. Goldratt, Gerber, Martell, Maxwell, Bezos, Covey, Harnish and Wickman are among the people credited out loud, and the parts that are ours are labelled as ours.

Who This Is For

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This course is built for:

- Singapore service business founders doing roughly S\$300K to S\$2M with a team of two to ten
- Owner-operators who are the single point of failure in their own company, and know it
- Founders whose staff and customers route every lookup through their phone, at night and at weekends
- Founders who hired senior once, watched it fail, and concluded senior hires do not work at this size
- Founders who want to hold the tool themselves rather than buy a build they cannot change
- Not for pre-revenue founders, not for solo operators with no staff at all, not for founders who want it done for them, and not for founders who will not run the ten-day interruption log. All four are told to close the page.

You'll feel right at home if any of these sound familiar:

- Everything routes through the founder, and almost none of it is a decision. It is lookups: where is, what do we usually, what did we tell them last time.

- Granting more authority changed nothing, because permission does not manufacture information.
- No holiday, only the phone taken somewhere warmer, which the family notices before the founder does.
- The work that moves a year, positioning, key hires, key sales, happens after nine at night or it does not happen.
- A business that stops when you stop is what Michael Gerber called a job with staff attached, in *The E-Myth Revisited*, 1995, and it is worth roughly what a job is worth.

What You'll Build

By the end, you won't just understand the ideas — you'll have assembled a working system, module by module. Across the course you'll develop:

- Why We Measure Before We Build
- The Audit — And Why Ours Is Lighter
- How To Run The Interruption Log
- Score The Fdi
- Your Daily Reminder — And What It Is
- Close — What Day Two Feels Like
- You Are Not The Bottleneck. You Are The Index.
- Why It'S Happening Now — The Pain Line
- Reading Your Score

Course Outline

Module 0 · Module 0 — Baseline: Data instead of opinions

the student arrives at week 1 with data instead of opinions.

Key themes:

- Why We Measure Before We Build
- The Audit — And Why Ours Is Lighter
- How To Run The Interruption Log

Module 1 · Module 1 — Diagnose: You are not the bottleneck. You are the index.

the student knows their binding constraint and what their hour is actually worth in Singapore dollars.

Key themes:

- You Are Not The Bottleneck. You Are The Index.
- Why It'S Happening Now — The Pain Line
- Reading Your Score

Module 2 · Module 2 — Capture: Twenty answers, written once

twenty recurring questions answered once, findable in under sixty seconds, without the founder. Interruption volume drops before anything has been delegated.

Key themes:

- Why Answers Come Before Authority

- The Twenty-Question Method
- Capture By Recording, Not Writing

Module 3 · Module 3 — Standardise: Make "done" mean something a stranger could check

three written definitions of done for the highest-volume deliverables, in observable terms.

Key themes:

- A Standard Is Not A Preference
- "Done" Belongs In The Brief, Not The Review
- The Stranger Test, On Camera

Module 4 · Module 4 — Automate: The First Hire That Isn't a Person

a working AI employee handling real customer messages, live, before the week ends.

Key themes:

- The Routing Rule
- Route To An Agent — Five Criteria
- Route To A Person — Any One Is Enough

Module 5 · Module 5 — Decide: Grade by reversibility, not by cost

a published decision matrix and an escalation format that stops routing decisions to the founder.

Key themes:

- Grade By Reversibility × Blast Radius, Not By Cost
- The Four Quadrants And What Belongs In Each
- The Diagnostic Hiding In The Matrix

Module 6 · Module 6 — Hand Off: Budget the dip before anything moves

one real function handed to a human, with a written dip budget, in flight before the taught weeks end.

Key themes:

- 10-80-10, And Whose It Actually Is
- All Three Failure Points Live In The Brief
- Day One Is Never 10-80-10 — The Ramp

Module 7 · Module 7 — Measure: One number per seat

one number per seat and a meeting rhythm that surfaces problems on schedule.

Key themes:

- You Are Mid-Dip — The Instrument Problem
- One Number Per Seat, One Owner, Capable Of Going Red
- The Vanity Scoreboard Test

Module 8 · Module 8 — Fund And Protect: The cash engine that funds your own replacement

the cash engine that funds your own replacement, and a written list of how this breaks.

Key themes:

- Why Cash Belongs In An Extraction Course
- The Three Levels Of Trade — And The Thing It Assumes
- Cash Conversion Cycle

Outcomes

Complete the course and you'll be able to:

- A running interruption log.** Done means: ten working days covered, every entry carrying all six fields, including the small ones and the ones that made you look bad. A log recording only significant interruptions has recorded the wrong thing.
- A confirmed FDI baseline**, checked against the log, with the original and corrected scores both visible and dated.
- A live answer index.** Done means: at least twenty entries · each titled as the question in the asker's words · answer on the first line · published somewhere your team can reach in two taps from where they already are · edited by you, not raw model output.
- Three published definitions of done
- A live agent.** Done means: it is connected to the number your customers actually message; it has handled at least one real enquiry from a real customer; it answers from your answer index; and it escalates on your dead-zone list without exception.
- A published decision matrix. Done means: four quadrants, populated with real named decision types from your business** — at least three in the green quadrant, at least one in each of the other three, and where a quadrant is empty or thin, the reason written next to it rather than filler invented to fill it. An empty red quadrant is a finding, not a gap; an empty green quadrant means the sample came from the wrong log. Not categories, not "operational decisions". The carve-out written on the same page with its reason stated. And it is published where the work happens, and every person it applies to has read it. Not "has been sent it." Has read it.
- One handoff in flight.** Done means: a named function, a named person, a first brief that has been delivered — not scheduled — containing all five components, and work that has actually changed hands. In flight means they have started. A brief delivered on Friday with work beginning "next month" is not in flight.

ENROLL

Start *Course 10 — Ask Boss Everything* today — the full module-by-module system lives at <https://ask-boss-everything-edu-edu.cyberg7.com.sg>.