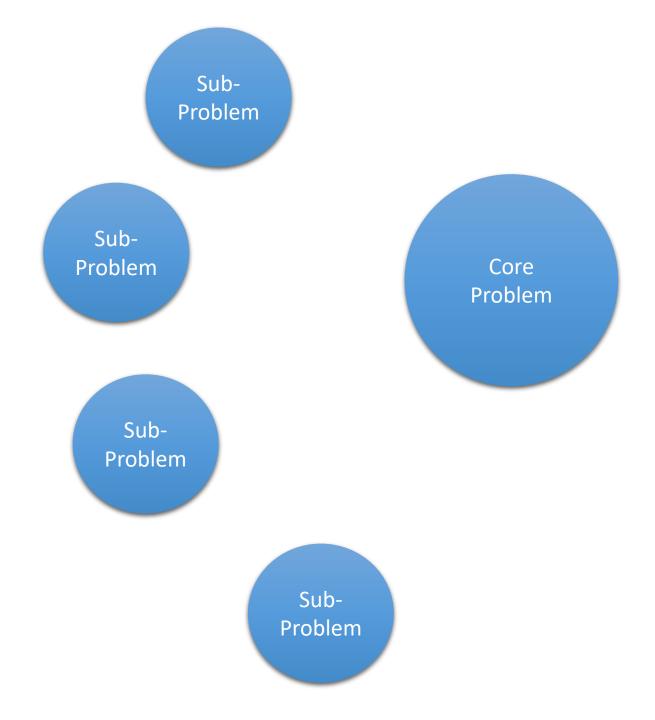
# Composing your Theory

**Professor Todd Zenger** 

# FIGURE 2

THEORY		ACTIONS
Beliefs Common What are the deeply held orthodoxies and beliefs in the industry about technology, consumer tastes, production, distribution, governance and so forth? Contrarian or Uncommon What do you believe that others don't? Can you imagine beliefs that are contrarian to the industries common beliefs? How might you think differently about how to organize, the future of technology, consumer demand?	<ul> <li>Core Problem</li> <li>What core problem prevents the realization of your uncommon belief?</li> <li>Subproblems</li> </ul>	Run Experiments What experiments would test the central tenets of the theory? What must we prove to be true?
	What three to five key subproblems must be solved to solve your core problem? Causal Logic (expressed as if-then statements or hypotheses)	Shop for Investments What assets, technologies, and skill sets does the theory reveal as currently undervalued?
	<i>IF</i> Attempt to capture your central hypothesis in an if-then statement of the following <i>THEN</i> form: if we solve these subproblems, then we solve this core problem that enables us to introduce the following value.	Search for Solutions Where can we search for solutions to subproblems? Who has solved closely related problems already (perhaps in a different industry)?



A Verbal Expression:

If we can solve these subproblems, then we solve our core problem.

# A THEORY

#### Belief



There is vast reservoir of personal vehicles (and drivers) which could satisfy the unmet demand for taxi service

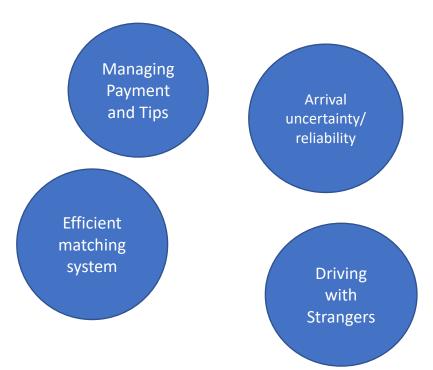
# Problem

How do we provide fast, reliable taxi service, especially at times when taxis are difficult to secure?

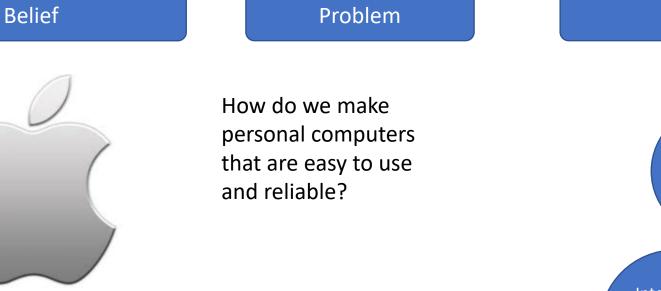
## Theory (in words)

If we can efficiently connect drivers to riders, enable riders to feel confident in the timeliness of service, and both riders and drivers to feel safe, then we can tap this vase reservoir of personal vehicles to address unmet taxi demand.

## Sub Problems



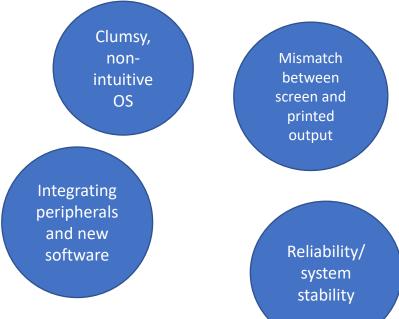
# A THEORY



Computers can be a useful product for the masses

## Theory (in words)

If we can make personal computers easy to use and reliable, then masses of consumers will purchase and purchase at a premium price.



Sub Problems

#### © Todd Zenger

# A THEORY

Problem

# Belief

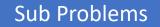


How can we broker safe, reliable and efficient access to idle hotel capacity, offering a lower cost, more personalized hospitality experience? Many prefer a varied hotel experiences with a local flavor.

There is vast idle hotel capacity in private accommodations.

# Theory (in words)

If we can develop an efficient and reliable matching system, provide sufficient information to facilitate confidence in a purchase, and a means of secure payment, then we can unlock vast hotel capacity and provide an unrivaled hotel/property rental system





#### THEORY

#### Beliefs

#### Common

- Consolidation in the hotel industry will persist
- Established hotel brands are hard to compete with
- People value a consistent, "clinical" and professional accommodation experience
- Startups don't fare well in the hotel industry

#### Contrarian or Uncommon

- There is vast idle "hotel capacity" (people's homes) in any city
- People are willing to rent from and to) strangers when traveling
- B&B and couch surfing-type homesharing could be done on a large scale
- Many people want a varied, more human and flexible hotel (or accommodation) experience with a local, artisanal flavor
- People could use the extra income
  from renting their homes

#### Core Problem

How can we broker safe, easy and reliable access to idle "hotel capacity," offering a lower cost, local accommodation experience for customers?

#### Subproblems

- How can we efficiently match idle capacity to demand?
- How can we facilitate secure payment between strangers?
- How do we develop trust between strangers?
- How do we facilitate efficient and professional property listing?

#### **Causal Logic**

#### (expressed as if-then statements or hypotheses)

IF we can efficiently match providers and seekers, facilitate secure payment, and generate a mechanisms that facilitates trust

#### THEN

we can introduce a robust new service that provides customers with safe and reliable provision of lower cost accommodations with a local flavor

#### ACTIONS

#### **Run Experiments**

- Experiment with locations with big events like South by Southwest, political party conventions
- Start in New York City

#### Shop for Resources

- Hire photographers to professionalize listings
- Solicit funding
- Get into Y Combinator

#### Search for Solutions

- Examine the trust, payment, customer and other solutions of eBay, Craigslist and other Internet platforms
- Explore demand via social media

#### © Todd Zenger

# Let's test our capacity to theorize...

# TRADER JOE'S



© Todd Zenger

# THEORY

# Beliefs

#### Common

## Contrarian or Uncommon

People will buy unique, high quality products, not name brand

Buy directly from suppliers Treasure hunt Focus Core Problem

People hate grocery shopping; accessible unique grocery products at low price Subproblems

Create vibe; make easy and accessible; treasure hunt

# Causal Logic

(expressed as if-then statements or hypotheses)

IF

THEN

# TRADER JOE'S

# ACTIONS

Run Experiments

Shop for Investments

Search for Solutions

Vibe



# THEORY

# Beliefs

Common

Contrarian or Uncommon

Core Problem

How do we make space travel/transport efficient?

## Subproblems

## **Causal Logic**

(expressed as if-then statements or hypotheses)

IF

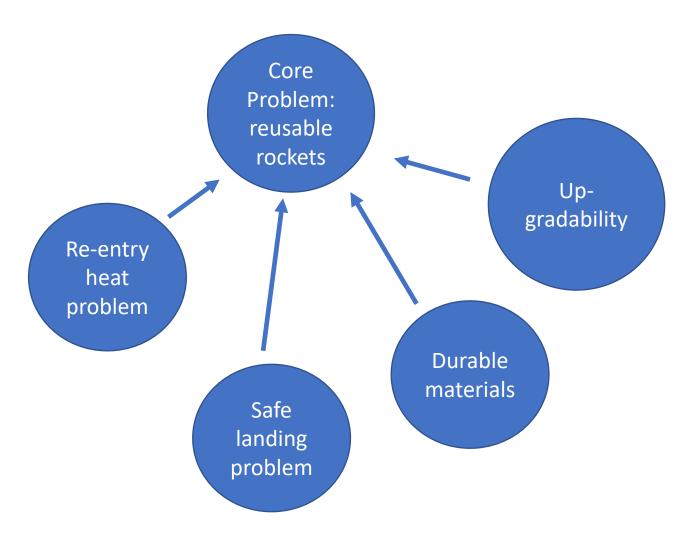
THEN

# ACTIONS

Run Experiments	
Shop for Investments	

### Search for Solutions





# Exercise

Using your subproblems and core problem as a starting point, capture your theory of value in words with an "if-then" structure.

Keeping the fundamental logic within this "if-then" structure, recraft your theory of value into a more accessible form, perhaps beginning with:

[My venture] seeks to create value by....