

**WELCOME TO CHINWAG:
PERFORMANCE REVIEW
AND APPRAISALS.
REIMAGINED & MADE SIMPLE.**



The Problem...

- Traditional performance appraisal and performance review often relies on lots of paperwork and process
- Everyone gets the same one-size-fits-all approach – whether I'm a great or poorer performer!
- Reviews generally run across a three, six or twelve-month, inflexible format
- Subjective rating scales and tenuous links to pay and bonus that are often unpopular!
- Objectives are poorly-worded and written in 'job description jargon/buzzwords'!
- The paperwork often includes unnecessary 'school-report' style employee/manager comments sections and 'management-speak' competency/behavioural frameworks
- Going online or using third party software is just replacing paper with lots of clicks and screens admin!





The Solution...

- Welcome to 'Chinwag': Flexible 121s and performance reviews on an if, as and when needed basis. No more one-size-fits-all!
- It's not a 'bells and whistles', expensive online system, its just a different way of doing things day-to-day.
- Our simple 'low-tech' process is based on a *prompts, not paperwork* approach across 365 days of the year: If you're happy with your team member's performance and they are happy with how things are going then the process you follow with them is different and quicker than with someone who may want/require more attention.
- A different approach to objective-setting: Move on from the SMART cliché with our unique five-step system.
- Our optional extras include Goal Finder access and '180 flip' how you currently handle job descriptions and behavioural frameworks.
- **Free review of your current process**

Welcome to 'Chinwag'



LIGHTBULB PERFORMANCE

Chinwag: The Essentials



The Process

- Provision of templates, 'managers prompts' mechanism, supporting tracking tools, 'launch' PowerPoint, troubleshooting guide and consultancy/tailoring as required
- Plus how to link 'Chinwag' to reward
- Includes 'MOT' three-month review
- £999 plus VAT

The Management Training

- Managing performance for 'overnight results' using our 1/3/5 formula plus Chinwag process comms
- Half-day workshops - £995 plus VAT



Ongoing Support

- 'Goal Finder' access for Managers
- Ongoing email support/Q and A to help Managers create amazing objectives
- Annual 'MOT' Chinwag review for troubleshooting, embedding and continuous improvement
- From £49 a month plus VAT/ billed annually



Alternatively...

- Want to just find out more for now?
- Alternative 'show and tell' consultancy option: Taking you through the Chinwag approach and process plus recommendations around your current system (Goal Finder, templates, docs, launch PowerPoint etc not provided afterwards)
- £499 plus VAT

LIGHTBULB PERFORMANCE

Goal Finder for Powerful Performance Objectives

- **Only 40% of performance and development objectives are well-crafted (CIPD) – we have three solutions to choose from:**
- **Goal Finder** is a searchable, online database with hundreds of example objectives to inspire you when managing performance and development: Just type in a relevant word and up they come
- No more copying last year's objectives, writing wishy-washy corporate-speak or just writing objectives that are basically 'carry on doing what you are doing anyway'!
- **Goal Finder : Annual subscription £199 – Ask for a quick demo!**
- **Goal Finder Plus : Annual Goal Finder subscription** plus ongoing email support for Managers to help them build powerful goals/objectives/metrics – From £49/month
- **Goal Finder 121 : On-site goal/objective-setting/metrics 121** surgeries with Managers – 30 min sessions £75/person



LIGHTBULB PERFORMANCE

Chinwag: Optional Extras For Even Better Results (fees exclude VAT)

'POWERFUL KPI'S' WORKSHOP: 'ONE DIRECTION'!

- A new way to design great team measures/KPIs that include an 'early warning system'!
- Helps managers to drive individual team-member performance
- Workshops from £995

RESULTS-FOCUSED JOB DESCRIPTIONS

- A plain-English approach to job descriptions for each role
- Focused on the key results that get people a 'well-done'
- 'Career ladder' design for key roles
- Starts at £100 an hour

MANAGERS KPI/ OBJECTIVE SETTING SURGERIES

- **Goal Finder 121** – onsite surgeries with Managers to help them design amazing objectives/KPIs
- 30-minute sessions - £75

'PLAIN-ENGLISH' BEHAVIOUR GUIDES

- Behaviour guide for employees
- Development opportunities across three levels
- Working party from your organisation helps define the plain-English see/hear behaviours
- Frameworks from £895

Case Study

Objectives using Lightbulb's system enabled internal succession appointments in shorter timeframe

One Direction methodology and Early Warning KPI mechanism improved profitability by 12%



'C Performers' at any one time' reduced by >40%

Survey: All Managers agree that pay/bonus process easier and less subjective or emotional!

4MAT[®]