

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



# The Problem...

- Traditional performance appraisal and performance review processes are **not directly improving performance** in most organisations – they are HR's compliance activity and often avoided. You still have good people leaving, under-performers not improving, a lack of internal talent, concerning behaviours and pay/reward processes that are subjective or just don't feel fair!
- Appraisals/performance reviews typically rely on lots of one-size-fits-all paperwork, process, screens or clicks.
- Performance reviews are held in rigid 3, 6 or 12 month formats.
- Subjective rating scales are used with tenuous links to pay and bonus that are often unpopular.
- Objectives are poorly-worded, ambiguous, written in uninspiring management-speak with the latest buzzwords and rarely focused on tangible results expected... and mostly forgotten once agreed!
- Heavy admin often includes unnecessary 'school-report' style employee/manager comments sections and the requirement to review lengthy competency/behavioural frameworks and document conversations.

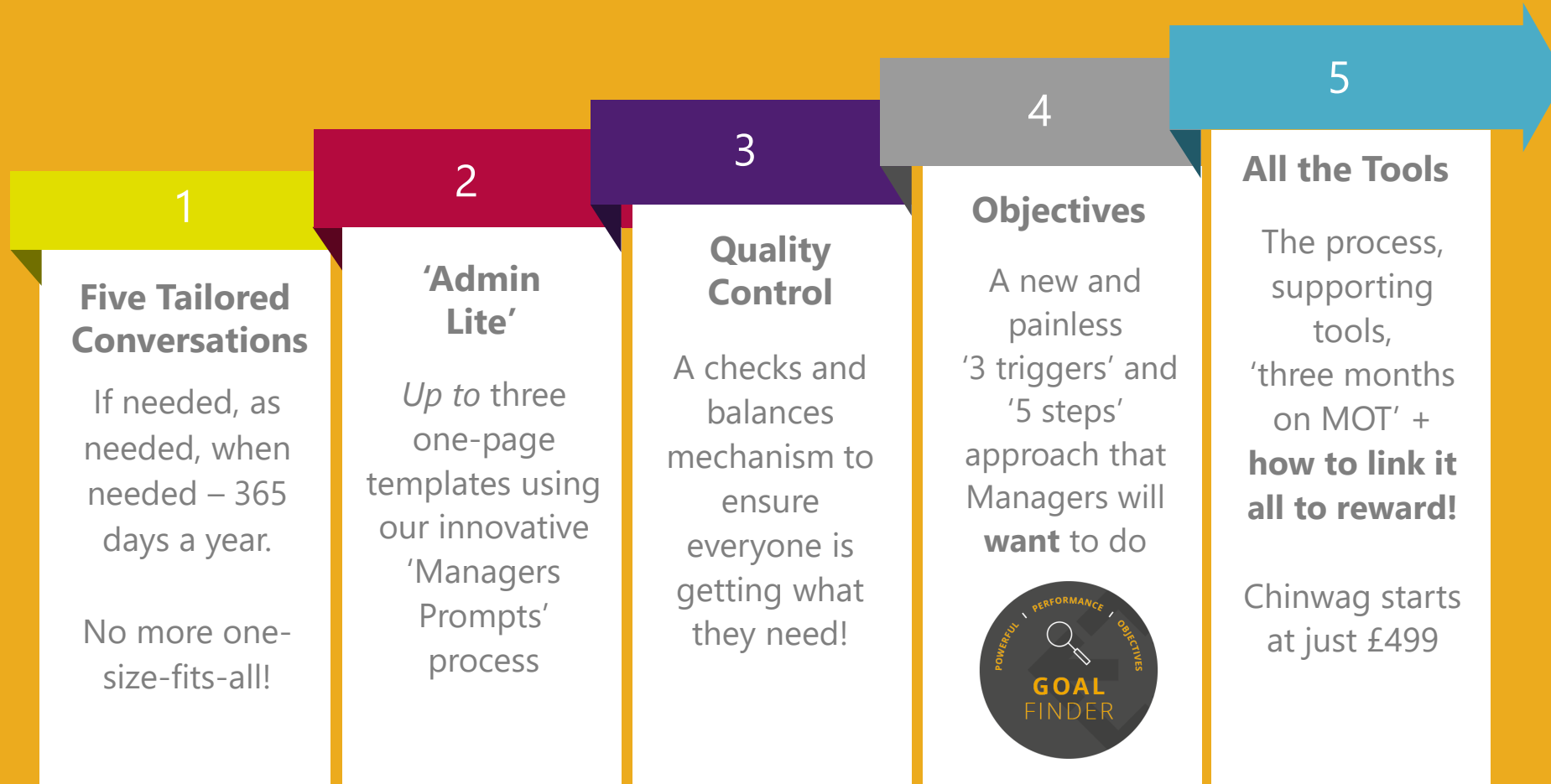




# The Solution...

- 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. A plain-speaking focus on *what* people are achieving and *how* they are doing it.
- Our simple 'admin-lite' 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 beyond the SMART cliché with our unique 'three triggers/five-step system'.
- A particular focus on the best and worst performers to retain great people, improve underperformance and reduce nasty surprises! Plus: How to link Chinwag to pay/bonus decisions.
- **Free review of your current process**

# Welcome to 'Chinwag'



# LIGHTBULB PERFORMANCE

## Chinwag: The Essentials



### The Process

- Provision of templates, 'managers prompts' process, supporting 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
- From £699 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-written: Goal Finder is the solution!**
- **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 is included when you adopt 'Chinwag' in your organisation** (or available separately – contact us for a quote)
- **Goal Finder 121 : Objective-setting/metrics** 121 surgeries with Managers – 30 min sessions £75 per person



# Case Study

'Tangible' objectives using Lightbulb's process enabled internal succession appointments in shorter timeframes

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<sup>®</sup>**