



**OUR 'OVERNIGHT RESULTS' APPROACH
A UNIQUE MENU OF SOLUTIONS TO
MANAGE PERFORMANCE.**

LIGHTBULB PERFORMANCE



LIGHTBULB'S OVERNIGHT RESULTS MENU



ONEDIRECTION

Org/Team Level

A new approach to strategy, business planning, metrics and measuring success



THE DAY-JOB

Individual Level

'What' & 'How': Job descriptions and competency/behaviour/values frameworks – reimagined!



PRACTICAL & PUNCHY TRAINING

WHAT WORKS AT WORK

Manager Training

- Performance reviews & 121s using our 1/3/5 formula
- Handling difficult conversations
- Solving underperformance



CHINWAG

Personalised, 'Admin-Lite' Performance Review

Ditch traditional performance appraisal!



GOAL FINDER

Goal Finder

A searchable database with hundreds of example objectives plus ongoing 121 support/coaching

PICK WHAT YOU NEED FROM THE MENU OR TAKE IT ALL FOR OVERNIGHT RESULTS!

'OVERNIGHT RESULTS'

From Strategy to Managing Team and Individual Performance



- **Key Performance Indicators, SMART objective-setting, job descriptions, 360 feedback, performance appraisals, 121 reviews: All have lost their way somewhat and may not be achieving the performance you expect.**
- We have simplified things with **a menu of step-by-step methods and technique** for overnight results. Pick from the following:
 - Our **'One Direction'** solution identifies the goals, strategy and metrics to prioritise and measure progress at organisation or team level in a new way. Includes our 'Early Warning Indicators' approach.
 - **The 'Day-Job':** We take this down to individual level by changing your approach to those dry, wordy **Job Descriptions** ('what' people should be doing) and **Behaviour/Competency/Values Frameworks** ('how' they should be doing it).
 - Our signature, **'Painless 121s/Performance Reviews for Overnight Results' workshop** introduces Lightbulb's unique *'One magic ingredient, Three triggers, Five steps'* formula that has benefited thousands of managers when setting expectations, agreeing priorities/objectives and reviewing progress. Add the companion **'Difficult Conversations Made Simple'** workshop for added impact to '180 flip' how these are currently handled.
 - **'Chinwag'** is our flexible, personalised, 'admin-lite' 121 process that ditches traditional performance appraisal and tailors performance review to each individual rather than a one-size-fits-all approach.
 - **Goal Finder** is our searchable online database with hundreds of example objectives to inspire managers. There is nothing like it anywhere else and it's included when you subscribe to 'Chinwag +'.



STRATEGY & BUSINESS PLANNING.

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Strategy–Priorities–Metrics–Momentum: One Direction!

- Is the team's focus in the wrong place?
- Are individual's often 'doing their own thing'?
- Not hitting the targets/standards/goals expected?
- Finding it hard to identify what the priorities should be?
- Or just wanting to inspire and motivate the team for even greater impact?
- **FREE REVIEW** of what you are currently doing around planning, priorities and measuring success - FREE advice provided for you using our approach



- **Welcome to 'One Direction': A unique way of identifying what we should be doing and how we are doing....**
- A step-by-step methodology that takes you from where you want to be through to identifying priorities and designing quick-and-easy, **powerful KPIs/metrics** to measure progress and help you get there: in an all-new way
- Includes an '**early warning**' **mechanism** you won't see anywhere that identifies issues before it's too late and tells you what to do now!
- Front-of-mind: A '**whiteboard**' **visual dashboard** approach to keep everyone focused – not hidden away in drives and databases!
- A common-sense link throughout from organisation strategy to the team member's priorities
- **One Direction for green lights, not red ones!!**



**JOB DESCRIPTIONS, BEHAVIOURS,
COMPETENCIES AND VALUES.**

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The Day-Job?

- Recognise these 'accountabilities' in your job descriptions?
 - Monitor X, Liaise with business, Document procedures, Investigate and resolve issues, Lead the project, Execute the strategy, Establish procedures, Provide support, Maintain consistency, Manage third-party relationships, Identify prospective clients.... **NONE OF THESE ACTIVITIES DEFINE THE RESULTS EXPECTED/WHAT I'M PAID FOR!**
- Or how about statements like these in behaviour/values guides:
 - Take a proactive approach, Collaborate effectively with colleagues, Empower the team, Share best practice, Openly communicate well with others.... **THESE ARE ALL JUST SUBJECTIVE BUZZWORDS AND JARGON!**
- Let us help you define the measurable results and observable behaviours/competencies/values you want to see *for every role*. We have devised a unique, plain-speaking method for job descriptions, targeting and bringing behaviour/values to life.

***The Day-Job: Reimagined.* A new approach for crystal-clear expectations to help manage performance and development.**





PERFORMANCE APPRAISAL/REVIEW.

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Why What We Do Doesn't Work...

- Most performance review processes are **not directly improving performance** in most organisations. 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
- Too many systems are aimed at capturing **what HR wants to see**, police and report on – it's designed for them!
- The process is normally **one-size-fits-all** and the manager has to **compliantly follow every step** with every team member, and with the same frequency as opposed to a tailored approach
- **Managers don't have the time** to wade through lots of admin-heavy clicks, screens and paperwork
- They would rather have conversations without the need to then **waste time documenting everything** that was said as if collating 'legal evidence'.



.... And Another Thing

- Any performance review process needs to be straightforward enough that **the worst manager will want to do it** – your best managers are already doing the 'best practice'
- Online systems are full of 'shout outs', 'emojis', 'celebrating success' and 'feedback' gimmicks to justify their cost: **few people use or need them** because they already tell the person verbally or via email!
- **Ratings are pointless**, subjective and full of discontent – if they are there for reward calculation reasons then do the money bit another way
- Most performance/development **objectives are poorly worded**, full of buzzwords, are not result-focused and stretched over rigid 6 and 12 month periods
- The typical process/system **doesn't address underperformance** early enough or have a direct focus on **retaining great people**
- TO SUMMARISE: SOMETHING SIMPLE HAS JUST BEEN **MADE TOO COMPLICATED!**





The Solution...

- Welcome to 'Chinwag': **Personalised, flexible 121s and performance reviews on an if and when needed basis** but still with a quality control mechanism. No more one-size-fits-all!
- It's not a 'bells and whistles', expensive online system, **it's 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.

Welcome to 'Chinwag'



'CHINWAG' OPTIONS

The Money Bit!



The Essentials: Process & Training

- How it works, '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

Management Training

- Managing performance for 'overnight results' using our 1/3/5 formula plus Chinwag process comms
- From £699 plus VAT (2.5 hour workshop)



'Chinwag+' Subscription From £199 a month plus VAT

- Templates and process on dedicated, branded webpage for the organisation - everything together in one place
- + 'Goal Finder' database access
- + Ask for Help option: ongoing email support to help Managers create amazing objectives
- + Online library of 5 minute personal effectiveness/people-management videos
- + Ongoing 'MOT' Chinwag review for troubleshooting, embedding etc



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 (templates, docs, launch PowerPoint etc not provided afterwards)
- £399 plus VAT

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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'!
- A focus on results as well as attitude and behaviour
- **Goal Finder is included when you subscribe to 'Chinwag +'** (or available separately – contact us for a quote)





"Turned everything I thought I knew on its head! Most useful management training I've had"



"Best thing I have been to in ages - real food for thought"

PRIMARK

"Techniques and ideas I can actually use rather than jargon and theory"



"A really different but fantastic way to approach 121s and moving away from appraisals"



"The best guidance I have ever had when it comes to this subject. Thank you!"

RAYMOND JAMES®
INVESTMENT SERVICES

"A most interesting morning and I can honestly say that I will be applying many of the tools"

ual: university of the arts london

"It was very refreshing to come to such a lively, inspiring and informative workshop"



"Many thanks - it was an amazing workshop - used a lot of it already!"

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