

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

LIGHTBULB PERFORMANCE





'OVERNIGHT RESULTS'



From Strategy to Managing Team and Individual Performance

- Key Performance Indicators, SMART objective-setting, Performance Appraisals and 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 measure progress at organisation or team level in a new way. Includes our 'Early Warning Indicators' approach.
- 'Results' as opposed to 'activities' are often difficult to identify in many roles: Implementing a new system isn't a good result unless people use it. Producing reports or content isn't a 'well-done' result if the output is inaccurate or no-one reads it! Our signature, **managing performance short workshop** for managers solves this problem. It includes Lightbulb's plain-English, 'one magic ingredient, three triggers, five steps' formula that has benefited thousands of managers when setting expectations, objective-setting and reviewing progress. Add the companion 'difficult conversations' workshop for added impact to 180 flip how these are handled.
- **'Chinwag'** is our flexible 121 process that ditches traditional performance appraisal.
- **Goal Finder** is a searchable online database with hundreds of example objectives to inspire managers. There is nothing like it anywhere else!
- Painless People Management Support 365 days a year: Ongoing packages to help you manage performance every day.

STRATEGY & BUSINESS PLANNING.

LIGHTBULB PERFORMANCE

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



ONEDIRECTION

- Welcome to 'One Direction': A <u>unique</u> 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!!





MANAGING PERFORMANCE.

LIGHTBULB MOMENTS

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Managing Performance for 'Overnight Results': Online/In-Company from £599/group



Managing Performance for Overnight Results

- An all-year-round 121 structure
- A plain–English, different way of getting people results on a day-to-day basis
- Using 'the one magic ingredient, three triggers, five new steps formula for objective-setting that achieves overnight results!
- Two hours (In-Company half-day available with additional focus on behavioural objectives)



Difficult Conversations Made Simple

- How to prepare for challenging conversations in a unique way
- Beginning the conversation with a new approach to reduce nerves
- A structure to follow for the conversation that flips how you currently approach it!
- Dealing with the five types of difficult people
- **Two hours** (In-Company half-day available with additional content)



Managing Remote/ Home Working for Overnight Results

- The five-point plan and step-by-step of making it work: -Getting visibility & results -The new rules that keep us organised & get stuff done -Punchy meetings that get us on the same page -At work but at home – the social/team spirit -The post-mortem review!
- 90 minutes Plus '360 checklist'

Check out our full 'Overnight Results' menu of solutions on Page 21

PERFORMANCE APPRAISAL/REVIEW.

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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 'managementspeak' 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 'overnight results' 1/3/5 formula.
- 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'



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

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



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

HR & EMPLOYMENT LAW SUPPORT FOR PAINLESS PEOPLE MANAGEMENT.

LIGHTBULB HR

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Regular HR & Employment Law Support



- Day-to-day telephone/email advice around employment law and all 'people' subjects: commercial, not 'overly-cautious' advice!
- 'Nip it in the bud' advice around managing performance & behaviour, structuring difficult conversations, creating powerful objectives and retaining high performers
- Letters and templates provided when needed
- Initial review/annual updating of contracts and employee handbooks
- Ongoing legal updates
- Discounted training
- Short, six-month contracts
- £99 a month plus VAT

On-Site Support

• Pick and Mix Approach

- Retain a number of on-site hours each month or quarter
- Use for employment law guidance, management/senior team 121 coaching, KPI and business/team strategy work, personal effectiveness sessions or any other 'people' activity.
- Bespoke 'fixed hourly fee' quote provided depending on the type/volume of activity required.
- Short, six-month contracts

"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!"
"A most interesting morning and I can honestly say that I will be applying many of the tools"	"It was very refreshing to come to such a lively, inspiring and informative workshop" VisitBritain	"Many thanks - it was an amazing workshop - used a lot of it already!" Condé NAST

