

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

Visit Us At lightbulb.work





Org/Team Level

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



Individual Level

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



Manager Training

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



Flexible, 'Admin-Lite' Performance Review

Ditch traditional performance appraisal!



Goal Finder

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



'OVERNIGHT RESULTS'

LIGHTBULB'S OVERNIGHT RESULTS MENU

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, '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 adopt 'Chinwag' in your organisation.

STRATEGY & BUSINESS PLANNING.

LIGHTBULB PERFORMANCE

Strategy-Priorities-Metrics-Momentum: One Direction!

GOALS STRATEGY KPIS

ONEDIRECTION

- 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 <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!!

JOB DESCRIPTIONS, BEHAVIOURS, COMPETENCIES AND VALUES.

LIGHTBULB PERFORMANCE

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.







MANAGING PERFORMANCE. TRAINING FOR PEOPLE-MANAGERS.

LIGHTBULB MOMENTS

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



Painless 121s/Performance Reviews for Overnight Results

- An all-year-round 121 structure
- Identify, target and measure results for ANY role
- Using 'the one magic ingredient, three triggers, five new steps' formula for objective-setting that will boost performance
- The complete step-by-step routine for amazing 121's in half the time!
- Two hours (In-Company half-day available with additional content)



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 script and structure to follow for the conversation that '180' flips how you currently approach it!
- The 'non-buzzword' way to improve concerning behaviour/habits!
- Two hours (In-Company half-day available with additional content)



Managing Remote/ Home Working for Overnight Results

- A five-point plan to make it work:
 - Identifying/tracking *visible* results
 - Using the 'spare capacity' formula to manage workload
 - The 'early warning indicators': Is stuff getting done?
 - Eight punchy meeting rules to keep us on the same page
 - At work but at home: maintaining the social/team spirit thing
- Two hours

THESE MODULES ALSO FORM PART OF OUR SIX MODULE PAINLESS PEOPLE MANAGEMNT TRAINING PROGRAMME

LIGHTBULB MOMENTS

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



- Many organisations are now moving to 'hybrid' or full home-working ways of working
- This can bring its rewards and its challenges: how do you manage roles when there is less visibility or where result expectations are not always clear?
- Our two-hour workshop equips people-managers with the different skills required to manage remote working effectively



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PERFORMANCE APPRAISAL/REVIEW.

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-sizefits-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'

1

Five Tailored Conversations

If needed, as needed, when needed – 365 days a year.

No more onesize-fits-all! 2

'Admin Lite'

Up to three
one-page
templates using
our innovative
'Managers
Prompts'
process

3

Quality Control

A checks and balances mechanism to ensure everyone is getting what they need!

4

Objectives

A new and painless
'3 triggers' and '5 steps' approach that Managers will want to do



5

All the Tools

The process, supporting tools, 'three months on MOT' + how to link it all to reward!

Chinwag starts at just £499

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





BEFORE YOU GO.....







paul@lightbulb.work

Visit Us At lightbulb.work



Send us some examples of objectives that your managers have put together – we'll review/reword them using our powerful five step process – no gimmicks, no obligation!