

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



# 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': **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

- 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

## 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

# 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'!
- 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)



# 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%



'Under-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>**