




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

LIGHTBULB PERFORMANCE

1+3+5  = 


LIGHTBULB'S
**OVERNIGHT RESULTS
MENU**


GOALS STRATEGY KPIs

ONEDIRECTION

Org/Team Level

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


GOALS STRATEGY KPIs

ONEDIRECTION

Individual Level

'What' & 'How':
Job Descriptions and Competency/
Behaviour Frameworks reimagined



**PRACTICAL & PUNCHY
TRAINING**
—
WHAT WORKS AT WORK

Manager Training


- Managing performance using the 1/3/5 formula
- Handling difficult conversations



CHINWAG

**Flexible,
'Low Admin'
Performance
Review**

Ditch traditional performance appraisal!


POWERFUL | PERFORMANCE | OBJECTIVES

**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, 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. We also take this down to individual level by changing your approach to those dry, wordy **Job Descriptions** ('what' people should be doing) and **Competency/Behaviour Frameworks** ('how' they should be doing it).
- Our signature, **'Managing Performance 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' workshop for added impact to 180 flip how these are handled.
- **'Chinwag'** is our flexible, low on admin 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 use '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!!**



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 'management-speak' 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 five-step system.
- 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'



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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

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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'!
- **Goal Finder is included when you adopt 'Chinwag' in your organisation** (available separately on request)
- **Goal Finder 121 : Objective-setting/metrics** 121 surgeries with Managers – 30 min sessions £75 per person

