



PAINLESS PEOPLE
MANAGEMENT

PROGRAMME

THE FLEXIBLE PAINLESS PEOPLE MANAGEMENT PROGRAMME.

96% of those surveyed post-programme said they would 'definitely use' the tools and techniques and 'would recommend' the training to other managers/leaders



WHY A FLEXIBLE PROGRAMME?

What doesn't work:

- A survey we carried out revealed two key insights: only a third of people attend every scheduled workshop/class in a training programme because of holidays and other commitments. Traditional training workshop delivery (be it online or in-person) is also only one learning method and doesn't suit everyone
- Plus, 81% of people do not want to learn solely from an alternative 'microlearning' approach (regular bite-sized minutes of content). In any case, it doesn't work for more complex skills/ where group interaction/Q and A etc is required!
- Although a lot of people enjoy training 'in the moment', it is questionable how much is retained and how much gets forgotten soon afterwards if not used in everyday life at work

Our programme:

- Our programme works more flexibly around other work priorities - only the online module one workshop and optional online live one-hour masterclasses are at a scheduled time.
- We use six different learning formats to accommodate the different ways that people prefer to take in, use and retain information
- + 121 ongoing email support and activity feedback provided by Paul Marsh, MD Lightbulb
- From reading material and quizzes to short videos and online live masterclasses - and just on those....

PRACTICAL & PUNCHY MASTERCLASSES

Delivered by Paul Marsh - Our Different Approach:

- **Because no-one ever said “I wish that training had lasted much longer, had loads more business models, buzzwords and clichés in it and had just used stuff I could have found online!”**
- Our online live masterclasses combine the style of a 'TED talk' with step-by-step techniques and tools and in short learning bursts
- No role-plays or gimmicky ice-breakers. People generally hate them!
- We don't fill time with academic, unusable business models
- We give you practical stuff rather than generic pieces of 'advice' or cliché one-liners!
– telling you to 'empower' people isn't really that helpful!
- We don't use the bog-standard agendas you may find elsewhere! Our techniques are often not found in textbooks (where competitors often copy theirs from) and are focused on what actually works at work
- Energetic and inspiring sessions that won't distract you to your phone!
- We train what we know works and what we and others have successfully used
- All in plain-English: we work hard to minimise buzzwords and corporate-speak
- The one-hour masterclasses provide additional content plus opportunities for Q and A/practising skills

LIGHTBULB MOMENTS

The Painless People Management Programme: An Essential Toolbox for Managers/Leaders

Part One

Managing Teams for Overnight Results

- A unique intro to managing people
- + The five-step plan for setting team direction/expectations that also helps when managing 'hybrid' or remote working – includes:
 - Targeting/measuring results in any role for increased visibility
 - Using 'early warning indicators' to reduce 'nasty surprises!'
- **This intro module begins with a compulsory two-hour live masterclass.**

Part Two

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!
- **Includes one-hour online live masterclass**

Part Three

Painless 121s and Performance Reviews

- An all-year-round 121 structure
- Using 'the one magic ingredient, three triggers, five new steps' formula for objective-setting that will boost performance
- How to write behavioural objectives
- The underperformance formula
- The complete step-by-step routine for amazing 121's in half the time!
- **Includes one-hour online live masterclass**

LIGHTBULB MOMENTS

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Part Four

Essential Employment Law: What Do I Do If.....

- Poor performance next steps
- Equality/discrimination legislation facts and myths
- 'Banter' v Harassment
- Some key people 'emergency' scenarios at work and how to practically handle them
- Only what managers need – and without the lecture!
- **Includes one-hour online live masterclass**

Part Five

The 'Chameleon Manager' At Work

- A revealing insight into how we tick and why we behave the way we do
- Includes a psychometric mechanism to better understand what motivates you and others for great working relationships
- How to manage and deal with people who are 'not like me'
- **Includes one-hour online live masterclass**

Part Six

Time-Management for Busy People

- Balancing people management with the 'day job' when everything is important and urgent!
- A unique '21st century' time management system for the rest of your life
- Reduce 'time-stealing' and distractions from others
- 'To-Do' lists and 'stress-free' email – A better approach!
- **Includes one-hour masterclass**

FLEXIBLE DELIVERY METHODS

The Painless People Management Programme: An Essential Toolbox for Managers/Leaders

Step-By-Step Videos

- Short videos with key tools and techniques
- Accessible for duration of the programme

'Total Recall' A-Z Tools/Techniques PDF

- Builds across the programme to a complete A-Z of tools/techniques
- Includes your one-off next steps and new routines calendar

Practical 'On-The-Job' Activities and Feedback

- Opportunity to try out what you have learnt
- Completed and sent to Lightbulb for feedback/advice

One-Hour Online Live Masterclass

- Additional content, Q & A, practice
- One for each part of the programme (compulsory two hours for Part One)
- Delivered by Paul Marsh, MD Lightbulb

Quizzes

- Short quizzes to test your memory and learning

Check-In Reminders

- Prompts across the programme – what you should now be doing/using

Onsite/In-Company condensed one-day workshop programmes are also available – enquire for details

YOUR INVESTMENT

The Painless People Management Programme: An Essential Toolbox for Managers/Leaders

The complete programme:

£3999 plus VAT/a cohort
of up to 10-12 people

Measuring Return On Investment:

- **'Alive and Kicking'** post-training 'is it happening?' prompts for delegates' managers
- Programme **Key Performance Indicators** to measure progress

Contact paul@lightbulb.work

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"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"



"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"



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

