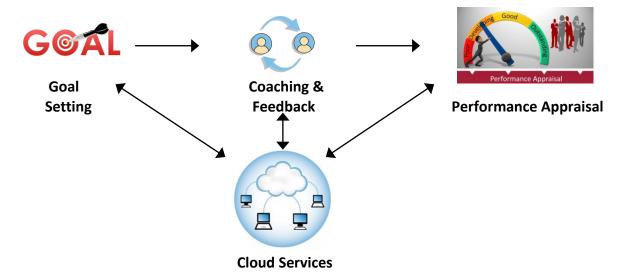


Hawthorne Performance Solution Overview

Introduction: This solution is tailored to increase the productivity and performance of your workforce. It is structured as follows:



Our Process: Much of the preparation to begin to use our solution is performed by Hawthorne Services. We start with a needs analysis meeting to make decisions on your ideal outcomes, use of the solution, and to get the preparatory materials required. Then we schedule training for your Managers and Supervisors.

Goal Setting:	Coaching & Feedback	Performance Appraisal
Prep: Provide current employee goals & job descriptions	Prep: Establish the coaching questions used by employees for prep & responses prior to coaching sessions	Prep: Provide example employee reviews; establish the parameters for appraisal (Org. Values, Goals, Competencies & Accomplishments + other parameters)
Training: SMART goal setting and use of the cloud tools. (90 minutes)	Training: Coaching & feedback training and use of the cloud tools. (90 minutes)	Training: Consistency, best evaluation wording & rating training and use of the cloud tools. (90 minutes)

Goal Setting Training: consists of understanding the SMART acronym and applying it for employee goals, in conjunction with established organizational KPI's & metrics.

Coaching & Feedback Training: consists of understanding and applying the Listening – Inquiry – Advocacy – Feedback process to feedback sessions with employees.

Performance Appraisal Training: consists of understanding and applying the principles to consistent ratings in employee evaluations and using best practice wording for a constructive and positive outcome.