◐ LUMEN
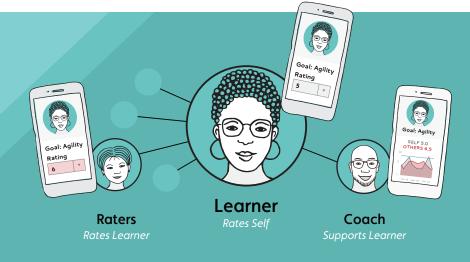
LUMEN is ideal for companies that are looking to accelerate the growth and performance of their top talent.

Raters
Rates Learner

Learner
Rates Self

Coach
Supports Learner

Frequently asked adoption questions include:

How do we implement LUMEN?

✓ **Align LUMEN**
Align LUMEN to accelerate your company's business objectives – increased capabilities, succession, retention, productivity, quality, sales numbers, etc.

✓ **Establish Outcomes**
Identify and measure the outcomes to be gained through LUMEN. These can be built in collaboration with Avant.

✓ **Adopt Our Best Practices**
Follow the best practices in the LUMEN Smart Start Kit to ensure LUMEN optimization.

✓ **Secure an Executive Sponsor**
An executive sponsor (outside of HR) is a key factor to further the success of LUMEN.

✓ **Measure What You Expect**
Establish baseline metrics for all LUMEN users – rating frequency, engagement, etc.

✓ **Review Cadence**
Leverage LUMEN data (aggregate) and insights into your existing performance management practices – talent reviews, planning for learning and development, etc. Integrate in a formal, measurable manner – part of performance review at end of year.

✗ **Never Use as Corrective Action**
A sure way to break organizational trust is to use data within LUMEN to take negative corrective action. LUMEN is built to inspire employees on their development journey and help your organization with its talent pipeline – it's not meant to be punitive.

LUMEN

Frequently asked adoption questions include:

Who is ideal for LUMEN?

Selectively use LUMEN as a reward for emerging talent. This can motivate and incent future adoption.

Engage those who:

- Are eager for feedback
- Have a growth mindset
- Are excited to extract insights from raters within LUMEN
- Demonstrate motivation to learn – take on new projects, sign up for training seminars, etc.

What if our managers have limited experience giving and receiving feedback?

In our LUMEN Smart Start Kit, we provide guidance and best practices for giving and receiving feedback.

For example:

- Be Specific
- Rate Regularly
- Rate Events
- Be Immediate
- Use Non-evaluative Language –

    Instead of: "You were defensive in the meeting." *say* "Your body language in the meeting could be perceived as defensive or tuning out."

Our Smart Start Kit offers numerous tips and best practices, including how to handle strong personalities.

What else do I need to know about LUMEN?

- **LUMEN** is a low-cost, monthly subscription. We describe the monthly cost as equal to two cups of coffee.

- **LUMEN** has been successfully implemented and adopted by companies and institutions in various industries. We're more than happy to share case studies.

- **LUMEN** learners can extract their own quantitative and qualitative data. Aggregate reports can be generated by a system administrator.

- **LUMEN** can be used within company intranets for single sign on.

- **LUMEN** has terms of service and privacy policies. Access them at https://lumentalent.com/terms and lumentalent.com/privacy.