

Creating Productive and Preferred Work Environments

RESPONSIVE MANAGEMENT SYSTEMS®

Presents

**RESPONSIVE MANAGEMENT:
LINE-LEVEL LEADERSHIP®**

**CORE COMPETENCIES FOR
DEVELOPING QUALITY OPERATIONS**

“Where Theory Meets the Road”



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Responsive Management Systems®

www.responsivemgt.com

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RESPONSIVE MANAGEMENT SYSTEMS®
Line-Level Leadership® Development

RESPONSIVE MANAGEMENT® – LINE-LEVEL LEADERSHIP IS...

- Research and Science Based
- Skill, Competency, and Problem Focused
- An Operations Performance Management Model
- 90% Effective in Skill Development
- 80% Effective in Skill Application

RESPONSIVE MANAGEMENT® – LINE-LEVEL LEADERSHIP IMPACTS...

- Consumer Services and Products
- Organizational Operations
- Employee's Work-Lives

RESPONSIVE MANAGEMENT® – LINE-LEVEL LEADERSHIP...

- Improves a Leader's Ability to Identify and Utilize Employees' Assets
- Improves a Leader's Ability to Prevent and Solve Employee Work Problems
- Improves Leader's Ability to Communicate
- Improves a Leader's Ability to Develop Effective Team Collaboration
- Improves a Leader's Effectiveness to Select Employees
- Improves a Leader's Ability to Assist Employees Achieve Improved Performance Outcomes
- Improves Employee and Consumer/Customer Satisfaction



Line-Level Leadership® Development

Line-Level Leadership is a research and science based, skill and problem focused performance management model. Through lecture and discussion (30%), and behavior modeling and practice (70%), seminar participants learn leadership, performance management and conversation skills critical to continuous improvement of consumer/customer services and products, organizational operations, and employees' work-lives. Leader roles and skills developed in this series are:

LINE-LEVEL LEADERSHIP THROUGH INDIVIDUALS

- 9
hours
- **Professional Role** - the skill of Requesting and Receiving Information/Feedback and taking the lead in creating an open and collaborative environment;
 - **Personal-Relationship Role** - using skills such as Acknowledging Error to develop positive relationships;
 - **Teacher Role** - the skills of Sharing Positive Performance Feedback/Information, Impact Analysis and Rationales Development to help build an informed organizational culture;
 - **Manager Role** - the skill of Sharing Negative Performance Feedback/Information with Receptive Personnel to create a work culture encouraging effective feedback skills so negative feedback is not a “Big Deal”;
 - **Manager Role** - the skill of Sharing Negative Performance Feedback/Information with Unreceptive Personnel to effectively control irrational employee conversation and foster effective performance change;
 - **Manager Role** - the skill of communicating accurately. Using Catalyst®, participants experience practical steps to improved information exchange;
 - **Responsive Management - S³® Leadership Development Survey** - three levels of feedback identify standards of **Team Satisfaction, Team Purpose** and **Team Performance**;
 - **Responsive Employment - Assessment and Profile** - two levels of feedback identify standards important to individual employees achieving performance outcomes. Includes **Supervisor Relations, Team Relations, and General Work Responsibilities**.

LINE-LEVEL LEADERSHIP THROUGH TEAMS

- 3
hours
- 3
hours
- 3
hours
- **IDEAS®: Idea Development, Exchange, And Selection** - Participants are introduced to a group process model to assist with IDEA generation, consensus development, and priority setting. Following a demonstration, participants practice the process in small group exercises. IDEAS® is particularly helpful for vision review and redefinition, goal setting, and refocusing disorganized or unsuccessful work-groups.
 - **Problem Analysis and Participative Decision Making** - Participants are introduced to a quality analysis methodology that will help expedite effective, short-term and strategic problem resolution within the organization. Lecture and discussion, along with behavior modeling and practice are used to develop the core skills. Current operations concerns facing the organization are used to practice the process.
 - **Effective Meetings Management** - Participants learn process steps and skills important to conducting effective participatory and time-efficient business meetings that strengthen and maintain the work team and maximize collaboration. Through lecture, discussion, behavior modeling and practice, participants learn agenda construction, presenting and monitoring skills, and four Levels of Participation.



RESPONSIVE MANAGEMENT: LINE-LEVEL LEADERSHIP®

2009 PRICE INFORMATION AND COST ESTIMATE WORKSHEET

SERVICE/PRODUCT (15–20 participants)	COST COMPUTATION		
	Unit Price	Quantity	Amount
LINE-LEVEL LEADERSHIP MAXIMUM INTEGRATION SERIES - Custom Designed	\$ _____	_____	\$ _____
LINE-LEVEL LEADERSHIP (225) COMPREHENSIVE SERIES - 18 hours of Instruction & 36 hours of Consultation	\$12,150.00	_____	\$ _____
LINE-LEVEL LEADERSHIP (250) BASIC SERIES - 18 hours of Instruction & 12 hours of Consultation .	\$7,500.00	_____	\$ _____
LINE-LEVEL LEADERSHIP (275) SELECTED PARTS (Per 1½-Day) ..	\$2,475.00	_____	\$ _____
(Per Day)	\$1,650.00	_____	\$ _____
(Per ½-Day)	\$900.00	_____	\$ _____
TRAINING SUB-TOTAL:			\$ _____
RESPONSIVE MANAGEMENT® MANUALS OR MATERIALS			
- Provided by RMS® (Deluxe)	\$55.00	_____	\$ _____
- Provided by RMS® (Abridged)	\$30.00	_____	\$ _____
- Provided by Sponsor	\$25.00	_____	\$ _____
- Pocket Prompts®	\$3.00	_____	\$ _____
- SkillCheck®	\$11.50	_____	\$ _____
- S³ (Software)	\$229.95	_____	\$ _____
- S³ (License)	\$50.00	_____	\$ _____
- Catalyst-Think Improvement®	\$49.95	_____	\$ _____
- In Other Words . . .™ (Pocket)	\$6.00	_____	\$ _____
- In Other Words . . .™ (Ice Breaker)	\$16.95	_____	\$ _____
MANUALS OR MATERIALS SUB-TOTAL:			\$ _____
SALES TAX (Washington)	0.090	_____	\$ _____
RESPONSIVE MANAGEMENT® ASSESSMENT, PREPARATION AND CONSULTATION (per 6-hour day) ...	\$1,650.00	_____	\$ _____
CONSULTATION SUB-TOTAL:			\$ _____
TRAVEL (airfare, lodging, meals, ground transportation, parking, etc.)	\$ _____	_____	\$ _____
TRAVEL SUB-TOTAL:			\$ _____
TOTAL:			\$ _____

