

Creating Productive and Preferred Work Environments

RESPONSIVE MANAGEMENT SYSTEMS®

Presents

**RESPONSIVE MANAGEMENT®:
SUPERVISOR'S GUIDELINES FOR
POSITIVE & NEGATIVE
CORRECTIVE ACTION**

“Where Theory Meets the Road”



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Responsive Management Systems®

www.responsivemgt.com

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SUPERVISOR'S GUIDELINES FOR POSITIVE & NEGATIVE CORRECTIVE ACTION

RESPONSIVE MANAGEMENT® is...

- Research and Science Based
- Skill and Competency Focused
- An Operations Performance Management Model
- 90% Effective in Skill Development
- 85% Effective in Skill Application

RESPONSIVE MANAGEMENT® STEPS TO QUALITY...

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

SUPERVISOR'S GUIDELINES provide...

- Preventive Guidance
- Supervisor/Manager Workplace Responsibilities
- Employee Workplace Responsibilities
- Work Rules
- Procedures for Positive Corrective Action
- Procedures for Negative Corrective Action
- Negative Corrective Action Forms
- Glossary of Corrective Action Terms



RESPONSIVE MANAGEMENT: SUPERVISOR'S GUIDELINES FOR POSITIVE AND NEGATIVE CORRECTIVE ACTION

Responsive Management is a research and science based, skill-focused performance management model. Through lecture, discussion, behavior modeling and practice, seminar participants learn performance management and conversation skills critical to continuous improvement of consumer/customer services and products, organizational operations, and employees' work-lives.

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| 3
hours | ■ Participants review supervisor/manager general guidelines and procedures that will improve employee/management awareness, understanding, effectiveness and fairness when correcting employee performance. Prevention as well as four levels of Negative Corrective Action are covered. |
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2009 Price Information and Cost Estimate Worksheet

SERVICE/PRODUCT (15–20 participants)	COST COMPUTATION		
	Unit Price	Quantity	Amount
RESPONSIVE MANAGEMENT® MEETINGS (3 hours, 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	_____	\$_____.
- SkillCheck®	\$11.50	_____	\$_____.
- S³ (Software)	\$229.95	_____	\$_____.
- S³ (License)	\$50.00	_____	\$_____.
- CATALYST-Think Improvement®	\$49.95	_____	\$_____.
- Pocket Prompts®	\$3.00	_____	\$_____.
- 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 day)	\$1,650.00	_____	\$_____.
CONSULTATION SUB-TOTAL:			\$_____.
TRAVEL (air, lodging, meals, ground transportation, parking, etc.)	\$_____.	_____	\$_____.
TRAVEL SUB-TOTAL:			\$_____.
TOTAL:			\$_____.



