

Creating Productive and Preferred Work Environments

RESPONSIVE MANAGEMENT SYSTEMS®

Presents

**RESPONSIVE COLLEAGUE®:
CORE COMPETENCIES
FOR
DEVELOPING
QUALITY TEAMS**

“Where Theory Meets the Road”



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Responsive Management Systems®

www.responsivemgt.com

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RESPONSIVE MANAGEMENT SYSTEMS®

STEPS TO QUALITY®

RESPONSIVE COLLEAGUE® is...

- Research and Science Based
- Skill and Competency Focused
- Team Effectiveness Model
- 90% Effective in Skill Development
- 85% Effective in Skill Application

RESPONSIVE COLLEAGUE® MAKES QUALITY HAPPEN...

- In Consumer Services
- In Organizational Communications
- In Employee's Work-Lives

RESPONSIVE COLLEAGUE® ...

- Improves a Team's Ability to Identify and Utilize Assets
- Improves a Team's Ability to Prevent and Solve Work Problems
- Improves a Team's Ability to Develop Effective Collaboration
- Improves a Team's Effectiveness in Communicating "Up" an Organization
- Improves a Team's Ability to Assist Each Other Achieve Improved Performance Outcomes
- Improves Team and Consumer/Customer Satisfaction



RESPONSIVE MANAGEMENT SYSTEMS®

RESPONSIVE COLLEAGUE®: CORE COMPETENCIES

Responsive Colleague® is a research and science based, skill focused team development model. Through lecture and discussion (30%), and behavior modeling and practice (70%), seminar participants learn performance management and conversation skills critical to continually improving consumer/customer services, organizational communication, and employees' work-lives. Colleague's roles and skills presented in this series are:

- 6
hours
- RESPONSIVE COLLEAGUE®: Individual Conversations Skills**
- **Professional Role** - the skill of Requesting and Receiving Information/Feedback and taking the lead in creating an open and collaborative work environment;
 - **Problem Solver Role** - the skill of Sharing Negative Performance Feedback/ Information with Receptive Personnel;
 - **Responsive Management - S³ Staff Satisfaction Survey** - three levels of feedback are identified regarding issues of **Team Satisfaction, Team Purpose** and **Team Performance**.

- 3
hours
- RESPONSIVE COLLEAGUE®: Work-Group Conversation Skills**
- **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 regular operations review, information flow “up” the organization, vision review and redefinition, and goal setting. It is also helpful for 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.
- 3
hours



RESPONSIVE COLLEAGUE®: STEPS TO QUALITY

2009 Price Information and Cost Estimate Worksheet

SERVICE/PRODUCT (5–20 participants)	COST COMPUTATION		
	Unit Price	Quantity	Amount
RESPONSIVE COLLEAGUE® MAXIMUM INTEGRATION SERIES - Custom Designed	_____	_____	\$_____.
RESPONSIVE COLLEAGUE® COMPREHENSIVE SERIES - 12 hours of Instruction & 36 hours of Consultation	\$10,800.00	_____	\$_____.
RESPONSIVE COLLEAGUE® BASIC SERIES - 12 hours of Instruction & 12 hours of Consultation .	\$6,000.00	_____	\$_____.
RESPONSIVE COLLEAGUE® SELECTED (Training Only) .	\$3,300.00	_____	\$_____.
PARTS (Per Day)	\$1,650.00	_____	\$_____.
(Per 1/2-Day)	\$900.00	_____	\$_____.
TRAINING SUB-TOTAL:			\$_____.
RESPONSIVE COLLEAGUE® MANUALS OR MATERIALS			
- Provided by Responsive Management®	\$30.00	_____	\$_____.
- Provided by Sponsor	\$25.00	_____	\$_____.
- SkillCheck®	\$11.50	_____	\$_____.
- 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:			\$_____.
RESPONSIVE COLLEAGUE® ASSESSMENT, PREPARATION AND CONSULTATION (per day)	\$1,650.00	_____	\$_____.
CONSULTATION SUB-TOTAL:			\$_____.
TRAVEL (air, lodging, meals, ground transportation, parking, etc.)	\$_____.	_____	\$_____.
TRAVEL SUB-TOTAL:			\$_____.
TOTAL:			\$_____.

