

*Creating Productive and Preferred Work Environments*

**RESPONSIVE MANAGEMENT SYSTEMS®**

**CONNECTIONS®**  
**CORE COMPETENCIES**  
**FOR**  
**DEVELOPING QUALITY PARTNERSHIPS**

*“Where Theory Meets the Road”*



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**Responsive Management Systems®**

[www.responsivemgt.com](http://www.responsivemgt.com)

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**RESPONSIVE MANAGEMENT SYSTEMS®**

**Connections®**

**STEPS TO QUALITY**

**RESPONSIVE MANAGEMENT®: CONNECTIONS® INCLUDES...**

- Identifying and Celebrating Unit Progress
- Identifying and Developing Consensus on Unit Problems
- Initiating Analysis of Unit Problems
- Developing Work Plans
- Building Individual Interaction Skills

**RESPONSIVE MANAGEMENT®: CONNECTIONS® IS EFFECTIVE FOR...**

- Newly Forming Groups
- Mature Groups in Need of Refocusing
- Integration of Two or More Groups
- Pending Organizational Change
- Integration and Consensus Building for Non-Leadered Groups in Crisis

**RESPONSIVE MANAGEMENT® MAKES QUALITY HAPPEN...**

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



## RESPONSIVE MANAGEMENT SYSTEMS®

### Connections®

6  
hours

- **IDEAS®: Idea Development, Exchange, And Selection** - The Facilitator assists participants with a group process model of IDEA generation, consensus development, and priority setting. IDEAS® is particularly helpful for vision redefinition, goal setting, and refocusing disorganized or unsuccessful work-groups. IDEAS® is helpful to enhanced maintenance and continued improvement.

6  
hours

- **Problem Analysis and Decision Making** - Participants are involved in a quality analysis methodology that will help expedite effective, short-term and strategic problem resolution within the organization.
  - **Operations Problem Definition** includes the presentation of specific organizational examples to identify discrete problems or problem themes. This is followed by assessing cause, motivation or antecedent condition.
  - **Solution Definition** includes developing broad spectrum solutions followed by cost-benefit analysis, and identifying preferred solutions.

3  
hours

- **Work Plans** - Participants prepare action plans to prioritize organizational issues by establishing task lists, responsible parties, and completion time lines.

10  
hours

- **One-on-One Skill Training and Consultation** - Participants are involved in interactive group instruction on Receiving and Giving Performance Feedback.

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- **S<sup>3</sup>®**: Team member satisfaction survey. Administration, analysis and objective setting enhances maintenance and continued improvement of the Connections® process. It is most effective if S<sup>3</sup>® is repeated every six months.



**RESPONSIVE MANAGEMENT SYSTEMS®**

**Connections®**

**(Customary Protocol for a Work-Group of 2-14)**

**2009 PRICE INFORMATION AND COST ESTIMATE WORKSHEET**

Service/Product	Frequency	Hours Required	Total Hours	Approx. Cost
A. Introduction .....	1	3		\$ 825.00
B. Ideas® .....	2	6		\$ 1,650.00
C. Problem Analysis and Decision Making ..	2	6		\$ 1,650.00
D. Work Plans .....	1	3		\$ 825.00
E. S <sup>3</sup> ® - Leadership Feedback .....	1/Team	N/A		\$ 500.00
F. One-on-one Skill Training & Consultation	NA	10		\$ 2,750.00
Cost Subtotal (Per Work-group) .....				\$ 8,200.00
G. Materials Provided by Responsive Management® (\$30.00/copy) .....	_____			\$ _____
Provided by Sponsor (\$25.00/copy) .....	_____			\$ _____
<i>In Other Words...</i> ™ Icebreaker (\$16.95) ..	_____			\$ _____
Pocket Prompts® (\$3.00) .....	_____			\$ _____
Catalyst-Think Improvement® (\$49.95) ...	_____			\$ _____
H. Sales Tax (Washington) .....	0.090	N/A		\$ _____
I. Travel (air, lodging, meals, ground transportation, parking, etc.) .....	_____	_____		\$ _____
Cost Subtotal .....				\$ _____
J. Other _____ ...	_____	_____		\$ _____
K. Total .....				\$ _____

