

Creating Productive and Preferred Work Environments

RESPONSIVE MANAGEMENT SYSTEMS®

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

“Where Theory Meets the Road”



5704 N.E. 71st Street • Seattle, WA 98115 • Telephone/FAX (206) 523-4603

Responsive Management Systems®

www.responsivemgt.com

© 1985-2011 All Rights Reserved

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 STEPS TO QUALITY...

- 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 Providing Performance Feedback.

ARR.

- **S³®: Leadership Development Survey.** Administration, analysis and objective setting enhances maintenance and continued improvement of the Connections process. It is most effective if S³® is repeated every six months.



RESPONSIVE MANAGEMENT SYSTEMS®

Connections

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

2011 PRICE INFORMATION AND COST ESTIMATE WORKSHEET

| Service/Product | Frequency/ Quantity | 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 ³ ® Leadership Development Survey | 1/Team | N/A | | \$ 500.00 |
| F. One-on-one Skill Instruction & 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® (\$4.00) | _____ | | | \$ _____ |
| Catalyst®-Think Improvement® (\$49.95) ... | _____ | | | \$ _____ |
| SkillCheck® (\$13.00) | _____ | | | \$ _____ |
| Materials Subtotal | | | | \$ _____ |
| H. Sales Tax (Washington) | 0.098 | N/A | | \$ _____ |
| I. Travel (air, lodging, meals, ground transportation, parking, etc.) | _____ | _____ | | \$ _____ |
| Travel Subtotal | | | | \$ _____ |
| J. Other _____ | _____ | _____ | | \$ _____ |
| K. Total | | | | \$ _____ |

