

*Creating Productive and Preferred Work Environments*

**RESPONSIVE MANAGEMENT SYSTEMS®**

**PRODUCT EXECUTIVE SUMMARY**

*“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®

“WHERE THEORY MEETS THE ROAD”

## PRODUCT EXECUTIVE SUMMARY

Product Name	Line-Level Leadership®	Connections	Life Line™	Getting Focused	S <sup>3</sup> ®
<i>Goal</i>	Provide Core Skills to Improve the Effectiveness of Leaders	Increase Workgroup or Cross-Group Integration, Productivity and Satisfaction	Increase Workgroup Productivity and Satisfaction	Identify Strengths and Weaknesses and Develop Workplans for Unit Operations	Provide Unit Manager with Leadership Feedback
<i>Target Group</i>	Managers, Supervisors, Leads, Coordinators, Project Managers and Internal Consultants	Unit Leaders with Work Groups	Unit Leader with Workgroup	Unit Leader with Work Group	Managers, Supervisors, Leads, Coordinators, Project Managers and Internal Consultants
<i>Participant Training and Experience</i>	None to Extensive	None to Extensive	None to Extensive	None to Extensive	None to Extensive
<i>Services Strategy</i>	Interactive Group Instruction with Individual Consultation	Facilitation with Instruction	Individual Observation and Coaching	Facilitation	Coordination, Administration and Objective Setting
<i>Time Requirements</i>	3.0 Days & 12 Hours	Eight 2-hour Sessions	2 - 4 Months	2.5 Days	N/A
<i>Number of Participants</i>	5 - 20	2 - 14	2 - 14	2 - 14	2 - 14
<i>Approximate Cost*</i>	\$8,690.00	\$8,200.00	\$19,050.00/\$26,925.00	\$5,650.00	\$500/Unit

\* Does not include travel costs and in some cases materials.

## RESPONSIVE MANAGEMENT SYSTEMS®

### EXECUTIVE SUMMARY

Responsive Management Systems® is a Line-Level Leadership® development and consultation firm specializing in individual and team performance training and troubleshooting. Richard L. Baron, founder of Responsive Management Systems, has 39 years of supervision, management and consultation experience. His and colleagues' research in the areas of management training and organizational change and development has been presented at professional conferences nationally and published in professional journals. A website at [www.responsivemgt.com](http://www.responsivemgt.com) (activated in 1996) contains detailed information on Responsive Management® products and services.

Since founding Responsive Management Systems® in 1985, Mr. Baron has provided consultation and training to businesses and governmental organizations nationally. These consultation and training activities are problem-focused, intensive, practical, sensitive to diversity and focus on improving management-employee collaboration strategies, practical program evaluation and quality measurement, rebuilding work teams, the assessment of employee and organizational performance, consumer responsiveness and performance quality. He conducts 150 days of skills-based training, project facilitation and team refocusing a year. The instructional methodology for trainings includes didactic instruction (30%), "live" behavioral modeling of skills (35%), and participant rehearsal with instructional feedback (35%).

Mr. Baron has developed specialized participant materials to enhance and encourage workshop application at the participant's work-site. The most popular are a mini-manual titled *SkillCheck*® (1992, 1994, 1997, 2000, 2005, 2008 and 2011), *Pocket Prompts*® (2006, 2008 and 2011) and a group Icebreaker Quote kit used to make name tents for meeting and conference participants titled *In Other Words*. . .® *Icebreaker Kit* (1995, 2003). In addition, he has developed, administered and coached a number of employee and organizational assessment instruments and processes *Responsive Management: S<sup>3</sup>*® *Leadership Development Survey* 1.0 (1999), 2.0 (2003) and 3.0 (2006), *Responsive Employment* (1987), I.D.E.A.S.® (1992), *Think Improvement*® (2005) and *WE-Work Environment* organization survey (2008). These survey instruments and work-group brainstorming processes are used to assess and plan for management, employee and organizational efficiency and effectiveness. In 1993, he formally introduced the 70% effective (post-consultation) *Life Line*™ designed to turn around small inefficient/ineffective work groups.

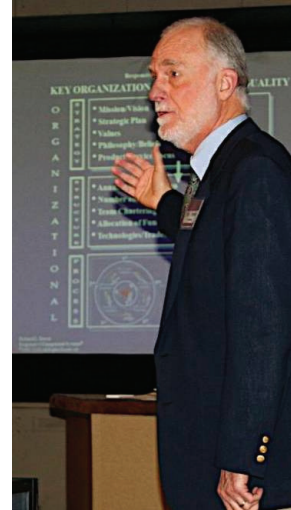
Other introductions include products that have been under development for several years: *Quality Improvement: System Design and Implementation* (1985-2006), designed to jump-start an organization-wide quality improvement management-information system; *Connections: Core Competencies for Developing Quality Partnerships* (2001), facilitation/instruction to enhance the development of quality partnerships as well as to nudge the work-group leader and team to successful completion of a project; *Periodic Performance Review* (2001), procedures to improve employee performance reviews; *Guidelines for Positive and Negative Corrective Action* (revised 2005); *Getting Focused* (1988), a process for facilitating groups from two to 100 through integrated idea creation and analysis; *Responsive Management: Being an Effective Supervisor and Enjoying It Too* (1997-2011); *Core Competencies for Clinical Supervision* (2001), *Leading the Engineering or Technical Team* (2002-2006) and open enrollment - public seminars presented semi-annually titled *Building a Positive Work Culture Through Performance Feedback* (1997-2011).



# RESPONSIVE MANAGEMENT SYSTEMS®

## THE COMPANY

**Responsive Management Systems®**  
Seattle, Washington, 1985-present.  
Richard L. Baron (dba) Responsive Management Systems® develops **Excellence in Line-Level Leaders**. The company uses applied research methods to significantly improve one-to-one & team performance management and communication skills to create productive and preferred work environments. Responsive Management Systems' tagline is "*Where Theory Meets The Road*".  
(See <http://www.responsivemgt.com> )



**RICHARD L. BARON**  
Principal & Founder

## THE MISSION

“Create Productive & Preferred Work Environments”

## AREAS OF EXPERTISE

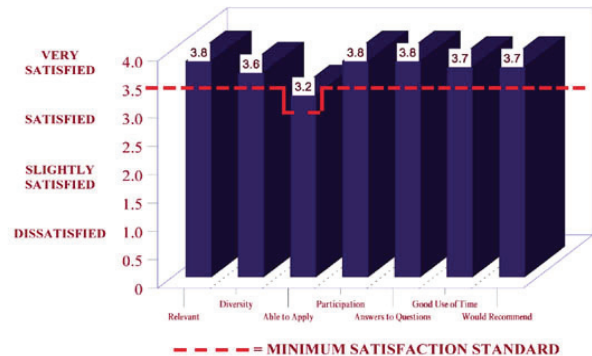
- Line-Level Leadership® Instruction
- S<sup>3</sup>® Leadership Development Survey
- Responsive Colleague: Team Communication Training
- Life Line™ - Conflict Prevention/Intervention
- Catalyst: Think Improvement®
- GAINS: Getting Along IN Society®
- I.D.E.A.S.® Brainstorming
- Problem Analysis and Team Decision Making
- Guidelines for Corrective Action

## EDUCATION

M.A., Clinical-Experimental Psychology,  
Wichita State University

B.S., Sociology, Southwest Missouri State  
University

## SERVICE QUALITY N=14,234 1985-2011



## PROFESSIONAL

Association of Behavior & Cognitive Therapies (1982 – 2011)

American Psychological Association (1974 – 2011)

Association for Psychological Science (Charter – 1988 – 2011)

## MILITARY

U.S. Air Force 1963-67 (HD)