

Creating Productive and Preferred Work Environments

RESPONSIVE MANAGEMENT SYSTEMS®

PRODUCT EXECUTIVE SUMMARY

“Where Theory Meets the Road”



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

Responsive Management Systems®

www.responsivemgt.com

© 1985-2009 All Rights Reserved

RESPONSIVE MANAGEMENT SYSTEMS

“WHERE THEORY MEETS THE ROAD”

PRODUCT EXECUTIVE SUMMARY

Product Name	Responsive Management®: Line-Level Leadership	Connections®	Life Line™	Getting Focused®	S ³ ®
<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 29 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 (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 *Skill Check*® (1992, 1994, 1997, 2000, 2002 and 2005) 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 including his *Team Communication Training Kit* (2006), *Responsive Management: S³® Leadership Feedback/Staff Satisfaction Survey* (1986-2007), *Responsive Employment* (1987), I.D.E.A.S.® (1992) and *Think Improvement*® (2005). 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) *Leader-Focused ReTeaming*® 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* (1997-2006); *Core Competencies for Clinical Supervision* (2001), *Leading the Engineering or Technical Team* (2002-2006) open enrollment - public seminars presented semi-annually and *S³® Leadership Feedback - Staff Satisfaction Survey* 1.0 (1999), 2.0 (2003) and 3.0 (2006).



RESPONSIVE MANAGEMENT SYSTEMS®

Name: Richard L. Baron
Company: Responsive Management Systems®
Address: 5704 NE 71st Street
Address: Seattle, WA 98115-6263
Phone: (206) 523-4603
Fax: (206) 523-4603
E-mail: Richard.Baron@responsivemgt.com
WEB: www.responsivemgt.com



Richard L. Baron

Professional Memberships:

American Psychological Association
Association for Psychological Science
Association for Behavioral and Cognitive Therapies

Specialty areas:

Leadership Development Instruction
Difficult-Employee Intervention
Performance Management Instruction
Under Performing Employee Intervention
Personnel Selection Coaching
Team Conflict Intervention
Quality Improvement Systems
Effective Teams Development
Preventing & Solving Employee Work Problems
Communication & Interpersonal Skills Instruction and Coaching

Experience:

15 years - Supervisor/Manager
25 years. - Instructional Designer
33 years - Instructor/Coach
26 years - Quality Measurement/Research
Founded Responsive Management Systems®, 1985
M.A. Clinical-Experimental Psychology



Richard L. Baron
Responsive Management Systems®

“Where Theory Meets the Road”