

Creating Productive and Preferred Work Environments

RESPONSIVE MANAGEMENT SYSTEMS®

LIFE LINE™
LINE-LEVEL WORKGROUP
CONFLICT INTERVENTION

“Where Theory Meets the Road”



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Responsive Management Systems®

www.responsivemgt.com

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RESPONSIVE MANAGEMENT SYSTEMS®
Life Line™

LINE-LEVEL LEADERSHIP DEVELOPMENT

LIFE LINE™ IS...

- Individualized
- Skill and Competency Focused
- An Observational and Coaching Model
- 70% Effective

LIFE LINE™ BENEFITS...

- Senior Leaders by providing their Mid-Level Leaders with Effective Resources to Identify and Promote Needed Change
- The Individual Leader by providing the Skills, Instructions, and Maintenance Strategies Needed for Effective Change
- The Team Members by providing the Skills and Participation Needed to Increase Self-Managed and Satisfied Work Groups

LIFE LINE™ IS EFFECTIVE FOR...

- Identifying the Leader's Team Skills and Strategies Needed for Change
- Identifying the Team Members Skills and Feedback Strategies Needed for Change
- Providing Motivation to Encourage the Team Leader and Team Members to Utilize the Skills and Strategies
- Improving Team Member Satisfaction
- Instituting Short-Term Change of the Leader
- Instituting Long-Term Change of the Leader



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Sample Protocol

| | |
|-------------------------------|---|
| 3 hours | INTRODUCTION WITH CONTRACTING LEADER - Review and Discuss: <ul style="list-style-type: none">■ Leader's Perception of Team's Problems■ Examples of Difficulties Experienced■ Mission and Goals INTRODUCTION WITH THE IDENTIFIED LEADER—Review and Discuss: <ul style="list-style-type: none">■ Leader's Perception of Team's Problems■ Examples of Difficulties Experienced■ Mission and Goals■ Team Member Functions and Organization■ Leader's Openness to Change■ Life Line™■ Relationship "Ups and Downs" |
| 10 hours | INDIVIDUAL INTERVIEWS: <ul style="list-style-type: none">■ Level 1 - Team member or consumer descriptions of problems, causes, goals, motivations, what's working, what's broken, resources and strengths;■ Level 2 - Continuation of Introduction with the Identified Leader. |
| 35/70 hours | OBSERVATION: <ul style="list-style-type: none">■ Observe the identified leader interact during one-to-one and team meetings regarding the operations of the organization followed by feedback. |
| 18 hours | CONVERSATIONAL AND TEAM MEMBER RELATIONSHIP CHECKLISTS <ul style="list-style-type: none">■ Prepare and share a checklist that identifies the interaction and process changes needed to increase the effectiveness of the identified leader. |
| 4 hours | I.D.E.A.S.® - IDEA DEVELOPMENT, EXCHANGE AND SELECTION: <ul style="list-style-type: none">■ Instructing the identified leader and team members in the group process skills for generating ideas, developing consensus, and setting priorities. To enhance maintenance and continued improvement of the desired reteaming changes. The I.D.E.A.S.® process should be conducted every six months. |
| 4 hours | PROBLEM ANALYSIS AND DECISION MAKING: <ul style="list-style-type: none">■ Facilitating the identified leader and team members in a quality analysis methodology that will expedite effective and collaborative short-term and strategic problem resolution. |
| 4 hours | PROGRESS UPDATES: <ul style="list-style-type: none">■ Communication with contracting leader regarding progress of identified leader. |
| Three Admini- strations | S³®: <ul style="list-style-type: none">■ Team member leadership satisfaction survey. The survey administered at baseline, mid-point and post-consultation, will enhance maintenance and continued improvement of the reteaming process. It is most effective if S³® is repeated every six months. |



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**(Sample Protocol for a Work-Group of 2-10)
2009 Price Information and Cost Estimate Worksheet**

| Operation | Frequency | Hours Required | Approx. Cost |
|---|-----------|----------------|----------------|
| A. Introduction | 1 | 2-3 | \$ 675.00 |
| B. Individual Interviews | | | |
| 1. Level 1 (Supervisees, Staff, Director or Committee Members, Consumers) | 1 each | 2-10 | 2,250.00 |
| 2. Level 2 (Supervisor, Manager, Director or Committee Chair) | 1 each | Included Above | Included Above |
| 3. Level 3 (Senior Managers, Executives, or Chiefs) | 1 each | Included Above | Included Above |
| C¹. Observation/Feedback (35) | | | |
| 1. One-to-One | 8-15 | 15 | 3,375.00 |
| 2. Team | 10-15 | 20 | 4,500.00 |
| C². Observation/Feedback (70) | | | |
| 1. One-to-One | 18-30 | 30 | 6,750.00 |
| 2. Team | 20-30 | 40 | 9,000.00 |
| D. Identify, Formulate and Share Recommendations and Checklists | N/A | 18 | 4,050.00 |
| E. I.D.E.A.S.® | 1 | 3-4 | 900.00 |
| F. Problem Analysis and Decision Making | 1 | 3-4 | 900.00 |
| G. Progress Updates | 4 | 4 | 900.00 |
| H. S³® (Leadership Development Survey) | 3 | N/A | 1,500.00 |
| I. Subtotal - C¹ | | | \$ 19,050.00 |
| Subtotal - C² | | | \$ 26,925.00 |
| J. Travel Time | _____ | _____ | \$ _____ |
| K. Total | _____ | | \$ _____ |

1. On-Site & Off-Site @ \$225.00.
2. Travel time outside Seattle Metropolitan area @ \$100.00/hour, travel expenses, parking.

