

*Creating Productive and Preferred Work Environments*

**RESPONSIVE MANAGEMENT SYSTEMS®**

**Presents**

**RESPONSIVE MANAGEMENT:  
PERIODIC  
PERFORMANCE REVIEW**

*“Where Theory Meets the Road”*



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

**Responsive Management Systems®**

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

© 1985-2011 All Rights Reserved

**RESPONSIVE MANAGEMENT SYSTEMS®**  
**Periodic Performance Review**

**STEPS TO QUALITY**

**RESPONSIVE MANAGEMENT IS...**

- Research and Science Based
- Skill and Competency Focused
- An Operations Performance Management Model
- 90% Effective in Skill Development
- 85% Effective in Skill Application

**RESPONSIVE MANAGEMENT: STEPS TO QUALITY...**

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

**RESPONSIVE MANAGEMENT...**

- Improves a Manager's/Supervisor's Ability to Identify and Utilize Employees' Assets
- Improves a Manager's/Supervisor's Ability to Prevent and Solve Employee Work Problems
- Improves a Manager's/Supervisor's Ability to Develop Effective Team Collaboration
- Improves a Manager's/Supervisor's Effectiveness to Select Employees
- Improves a Manager's/Supervisor's Ability to Assist Employees Achieve Improved Performance Outcomes
- Improves Employee and Consumer/Customer Satisfaction



## RESPONSIVE MANAGEMENT SYSTEMS®

### Periodic Performance Review

Periodic Performance Review is research and science based. A skill-focused performance management model. Periodic Performance Review addresses the four most frequent issues encountered during preparation and review: (1) concentration on the Rating Scale; (2) identification of specific performance examples; (3) delivery of negative feedback; and, (4) resistance to negative feedback. Through lecture and discussion (30%), and behavior modeling and practice (70%), seminar participants learn performance management and performance review skills critical to continually improving consumer/customer services and products, organizational operations, and employees' work-lives. Manager and supervisor concepts and skills developed are:

#### RESPONSIVE MANAGEMENT: Periodic Performance Review

- Learn the five elements of effectively managing performance;
- Review steps to organizational quality;
- Review effective/ineffective employee characteristics, skills and behaviors;
- Learn how to organize and list Strengths and Needs Improvement work characteristics and behavior for Periodic Performance Review;
- Experience Catalyst® and better understand your communication strengths and weaknesses;
- Learn how to analyze and prepare for a Negative Performance Feedback Discussion with an employee;
- Learn how to effectively provide Negative Performance Feedback.

6  
hours



**RESPONSIVE MANAGEMENT SYSTEMS®**

**Periodic Performance Review**

**2011 PRICE INFORMATION AND COST ESTIMATE WORKSHEET**

SERVICE/PRODUCT (15-20 participants)	COST COMPUTATION		
	Unit Price	Quantity	Amount
RESPONSIVE MANAGEMENT® MAXIMUM INTEGRATION SERIES - Custom Designed .....	\$ _____	_____	\$ _____
RESPONSIVE MANAGEMENT® COMPREHENSIVE SERIES - 18 hours of Instruction & 36 hours of Consultation .....	\$12,150.00	_____	\$ _____
RESPONSIVE MANAGEMENT® BASIC SERIES - 18 hours of Instruction & 12 hours of Consultation .....	\$7,500.00	_____	\$ _____
RESPONSIVE MANAGEMENT® SELECTED PARTS (Per 1½-Day) .....	\$2,475.00	_____	\$ _____
(Per Day) .....	\$1,650.00	_____	\$ _____
(Per ½-Day) .....	\$900.00	_____	\$ _____
TRAINING SUB-TOTAL: .....			\$ _____
RESPONSIVE MANAGEMENT® MANUALS OR MATERIALS			
- Provided by RMS® (Deluxe)	\$55.00	_____	\$ _____
- Provided by RMS® (Abridged)	\$30.00	_____	\$ _____
- Provided by Sponsor	\$25.00	_____	\$ _____
- SkillCheck®	\$13.00	_____	\$ _____
- S³ (Software)	\$229.95	_____	\$ _____
- S³ (License)	\$50.00	_____	\$ _____
- CATALYST® Think Improvement®	\$49.95	_____	\$ _____
- Pocket Prompts®	\$4.00	_____	\$ _____
- In Other Words . . . ® (Pocket)	\$6.00	_____	\$ _____
- In Other Words . . . ® (Ice Breaker)	\$16.95	_____	\$ _____
MANUALS OR MATERIALS SUB-TOTAL:* .....			\$ _____
SALES TAX (Washington) .....	0.098	_____	\$ _____
RESPONSIVE MANAGEMENT® ASSESSMENT, PREPARATION AND CONSULTATION (per day) .....	\$1,650.00	_____	\$ _____
CONSULTATION SUB-TOTAL:			\$ _____
TRAVEL (air, lodging, meals, ground transportation, parking, etc.)	\$ _____	_____	\$ _____
TRAVEL SUB-TOTAL:			\$ _____
<b>TOTAL:</b>			\$ _____

\*Invoiced only for actual # of participants.

