

**Resource
Development
Systems** LLC

Managing the Human Side of Business SM

Research ♦ Application ♦ Results



Rising Above Mediocrity!

Mediocrity

The state of being only ordinary, average, or of moderate quality; neither good nor bad; barely adequate; good enough to get by.

Exceptional

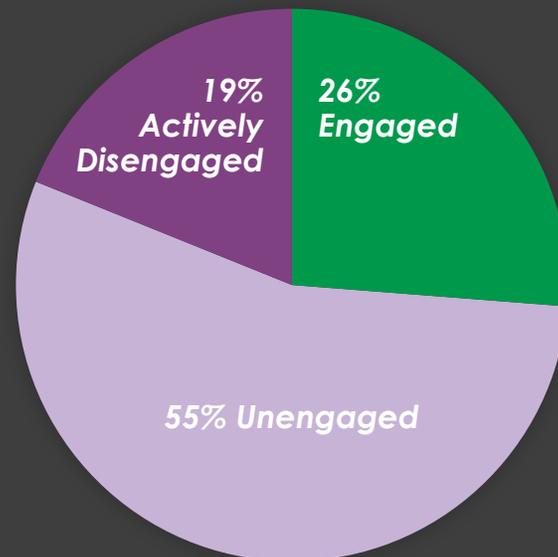
Extraordinary; unusually excellent; superior;
Being the Best!

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Who's Working in Your Organization?™

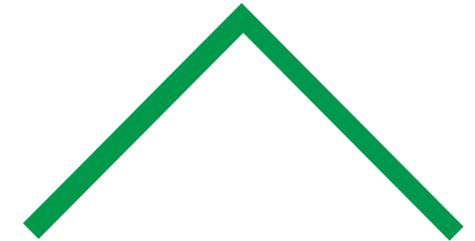
According to a growing body of research, the average organization has only 1 employee out of every 4 that is willing to be a committed, competent, team player who is proactive, innovative, and responsible. The rest are doing just what they have to do in order to stay out of trouble. They do what they are told, but take no initiative on their own. There is also a segment of this population that actually doesn't like the organization, doesn't care if it is successful, and is even willing to actively hurt it.

Employee Engagement Levels in the Average Organization



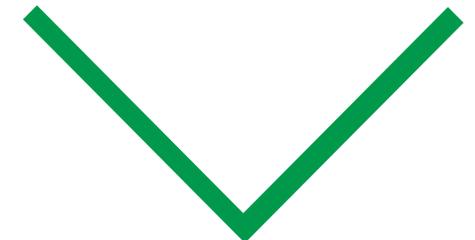
With these kinds of employees making up the majority of the average organization, is there any wonder that its performance is only mediocre?

Given these numbers, then how can an average organization rise above mediocrity and increase its performance to that of exceptional levels? That is the question that we sought to find an answer to, and that answer is in the pages that follow.



“Gary helped our executive team solve problems in ways we would never have come up with on our own. Because of his help, we achieved better results.”

**Executive,
Energy Industry**



RDS

Managing the Human Side of BusinessSM

Founded in 1997, Resource Development Systems, LLC is an organizational performance research and consulting firm dedicated to helping its clients increase performance by being more effective at Managing the Human Side of BusinessSM so that they achieve both success and significance.

At RDS we excel in developing the new critical competencies organizations need to prevail in the global business environment - skills like trust building, collaboration, personal responsibility, and innovation. Our development programs are always designed to align people's skills and behavior with organizational strategies to create high performing organizations.

We strongly believe in using research-based approaches that deliver real results. Our methodology is flexible and is always unique for each organization, providing a highly customized approach for each client. That means you have the ability to shape your workforce in alignment with your organization's vision and its strategies.

Gary Lear, Founder

Researcher, bestselling author, speaker, storyteller, learning facilitator, and expert in the areas of organizational performance, leadership, and employee engagement, Gary Lear leads our research and works actively with our clients. By combining his Cherokee-American heritage with his extensive research knowledge, he helps organizations achieve results by showing leaders how to unlock the hidden potential of the people they employ.

With over 25 years of experience working with culture change and leadership development, Gary has worked with thousands of managers across a broad spectrum of industries, from small businesses to Fortune 50 companies, including the US military. Challenging, yet practical, Gary takes a different approach to get results because he understands that the best organizations don't just do things differently; they do different things.



RESEARCH

Discovering the Path to Engaged Performance™

In 2002 we began a search to discover what made the difference between the performance of average, mediocre organizations, and the performance of exceptional organizations. We found them; seven things that make a difference – the Seven Elements of High Performance™.

Those organizations who are successful at living the Seven Elements of High Performance™ on a daily basis found tremendous results:

- 15% to 30% more work accomplished
- Work that is highly focused and more productive
- Lower staff turnover
- Higher customer satisfaction and loyalty
- Higher return on resources and higher profitability

But our research extends beyond simply learning what makes a difference in the performance levels of organizations. We also sought how to put this knowledge into action. Over a decade of research and over 1000 research documents studied, we looked at a variety of factors impacting management, leadership, and organizational performance. We discovered additional relationships and models that help to understand how the Seven Elements work together with each other to make a difference. We then developed and tested a variety of programs until we found a combination that delivers the results that our clients are looking for.

To learn more about our research and how it can impact your organization visit our website where you can access articles, whitepapers, and more.



Adopted by the US Navy's Center for Naval Leadership, the Seven Elements of High Performance™ has been incorporated into all of their leadership development programs.

PUBLICATIONS

Best Selling Author

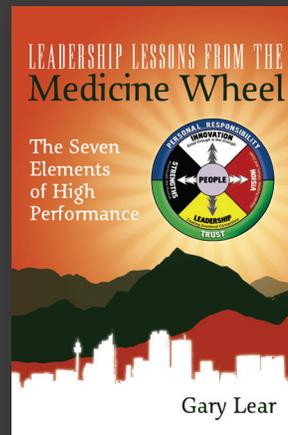
Gary has taken what he has learned from his extensive research and experience and shares it with you in his articles, whitepapers, and books.

Best Seller

Leadership Lessons from the Medicine Wheel

The Seven Elements of High Performance

Based on an initial 3 year study of what drives performance in organizations, this book shares the foundational model that will get you performance results. Gary teaches you about the concept of the Medicine Wheel and then leads you through each of the Seven Elements. He provides an understanding of why each element is important and how it works individually and collectively to drive exceptional organizational achievement. Gary also shares with you some stories and ideas on how to use the Seven Elements of High Performance™ in your organization to achieve success and significance.



Watch for Gary's Next Book

Rising Above Mediocrity

The Path to Performance

The second book on the Seven Elements of High Performance™ takes you deeper into the model and provides a strong understanding of how the individual elements work with each other to impact organizational performance. Gary provides you with a clear path to take to become an exceptional organization.

For more information about our publications, articles, whitepapers, and newsletters, you can visit our website at ResourceDevelopmentSystems.com

During the past decade, a number of good books on organizational performance have been published; however, none so succinctly, creatively, or compellingly describes how to emotionally connect with employees to unlock their hidden potential to create high performance organizations. This is a must read for all managers desiring to achieve high levels of sustainable performance.

Lynn S. Powell

Director

Institute of Certified Professional Managers

*James Madison University
Harrisonburg, VA*

This leadership book comes at a time when there is a shortage of really new ideas on how to resolve the upcoming leadership shortage. The book's focus on building a performance culture and increasing innovation based on a foundation that is a mixture of lessons learned from American Indian culture and traditional leadership research is a breath of fresh air.

Dr. John Sullivan

*Professor of Management,
Noted Author and Columnist
San Francisco State University*

PRESENTATIONS

Engaging, Entertaining, Thought-Provoking

These are the things that people say about Gary when they hear him speak. Storytelling has long been a cornerstone for Cherokee and other American Indian cultures. Gary combines stories, both traditional and modern, with vital information from current business research to give you what you and your attendees, employees, managers, or executives need in order to increase performance in their organization. Whether you need a speaker for a business meeting, a presenter for sessions for your conference, or a keynote speaker, Gary has a presentation that can meet your needs.

If you are looking for a longer session, then you might wish to consider booking him for a Strategic Executive Briefing, where he will spend extended time with your top executives discussing the dynamics of the Seven Elements of High Performance™ as they apply to your organization. Gary is also available for conducting entire one- or two-day retreats.

Whether it is a keynote or an executive briefing, Gary inspires the audience to make a difference in their organization. Using the Seven Elements of High Performance™, he challenges their current thinking to explore what their organization could become. Visit our website for more information on booking Gary for your next event.



Gary Lear is a great speaker. He was very informative and the presentation was excellent. It will help our business tremendously.

HR Manager
North Florida SHRM Conference

Gary was the top rated speaker at our conference for two years in a row. He is an excellent presenter, and challenges our thinking. He is always welcome back.

Conference Chair
Florida Public HR Association Conference

CONSULTING

Doing Different Things

Every organization wants to increase its performance, and organizations invest a lot of time and money in their quest to be better. But as our research reveals, most organizations simply focus on the things that everyone else is focusing on, and those things typically don't make a difference in performance.

The best organizations focus on things that will increase and focus employee's efforts on what really matters; those things that are directly linked to the economic and long-term success of the organization. These organizations successfully put the Seven Elements of High Performance™ into action.

We can provide the advice and assistance to help you develop a unique approach that is tailored specifically for your organization, whether it is working directly with your executives or your human resources and training staff.

The best organizations don't just do things differently, they do different things!



Services

- Work directly with key decision-makers to explore the health of the organization's culture
- Review your current training and development programs and provide suggestions on new approaches
- License the use of our models for use in programs that you develop
- Provide train-the-trainer programs on our approaches and models
- Provide training materials to help you teach our models to your staff
- Assist with administering assessments for individuals, teams, and the organization
- Administer our Work Engagement Survey™ to measure the health of your organization

No matter where you are now, we have the research, knowledge, experience and expertise to help your organization move beyond mediocrity, beyond being good, and help you reach a level where your organization is exceptional.

TRAINING

Making a Difference!

Our research findings are clear; while training can impact the individual, many training programs fail to impact organizational performance. If we are going to make a difference in organizational performance, then training programs must overcome the limitations that keep them from translating learning into performance. This means that we need a different approach if we are going to insure an impact on organizational performance.

The CORE Training Approach™

Our teambuilding and leadership development programs focus on the Relationships and Engagement skills that are essential for today's managers and team members. We take the time to teach these skills in stages, allowing participants the time to master them, then apply them before learning more. Our application exercises insure that relationships are developed and performance is enhanced. These are the things that make an impact on organizational performance.

Programs

Team Quest™

An Executive/Senior Team teambuilding program designed to build trust and increase communication in the topmost level team in the organization, be it a local plant, or the corporate headquarters.

Leadership Connections: Engaging Performance™

A long-term and well planned program that is designed to help managers learn how to create the kind of environment where their people can and do excel.

Team DISCOVERY™

An intact team development program where members increase clarity and agreement about the team's purpose and goals, build trust and personal responsibility, and achieve their desired outcomes.



This training is the caliber we should have at all training. Up-to-date in ideas. Gary's communication skills are excellent. He asked what we wanted and gave it to us. He made us stretch out our minds and grow. Great! Give us more training at this level!

Manager, Finance Industry

PERFORMANCE RESULTS

The Organizational Performance Management System™

We learned early in our research that because of the average organization's low engagement levels, an enormous amount of payroll is wasted on work not being done. We developed a metric that would measure this inefficiency. We call it the Payroll Efficiency Factor™. Based on the percentages of engagement levels, the average organization has a Payroll Efficiency Factor™ of only 63%.

This results in a Cost of Lost Engagement™ of about \$1.5 million per 100 employees annually!

Exceptional organizations can cut this cost almost in half, scoring an average Payroll Efficiency Factor™ of 78%. This leads to recovering on an annual basis between \$600,000 and \$750,000 per 100 employees. This increase in work leads to greater effectiveness, which translates into a tremendous increase in actual organizational performance.

Another thing that we learned is that most organizations need a comprehensive approach to help them achieve these higher levels of performance. This led us to develop the Organizational Performance Management System™ (OPMS). This system is a combination of consulting and training programs designed to be delivered over a longer period of time, which impacts the relationships and systems that make up an organization's culture. It is specifically designed to help organizations make a permanent increase in their Payroll Efficiency Factor™ and make a positive impact on long-term performance.

In only 18 months we reduced staff turnover from almost 60% down to about 20%, resulting in an annual savings of at least \$200,000 in this area alone.

**HR Executive
Manufacturing Industry**

Gary's work with us directly led to increased performance. Staff have a better understanding of themselves and he helped remove barriers to create a supportive work environment.

**Executive
Education Industry**

Trust and communication has increased dramatically on our leadership team. Communication has also increased throughout our entire organization. Productivity is up and drama on the manufacturing floor has dramatically decreased.

**CEO
Automotive Industry**

Helping Your Organization Be Exceptional

Depending on the organization's size and management structure, the actual programs, timeframe and overlap of phases vary, but their order in the Organizational Performance Management System™ process remains the same.

Phase 1

Management/Senior Team Development: The focus is to build an effective team of managers by building trust and improving communication on the management team. This allows for the future critical discussions needed to enhance team performance, create a Vision, and deliver organizational performance.

Phase 2

Leadership Development: Managers learn the new leadership skills needed to engage employees, and then how to apply those skills to actually create that engagement and increase organizational performance.

Phase 3

Vision Development: Managers create a Vision of an Aligned Purpose, Values and Goals, and plan its execution in the organization.

Phase 4

Organizational Culture Development: Managers review and change

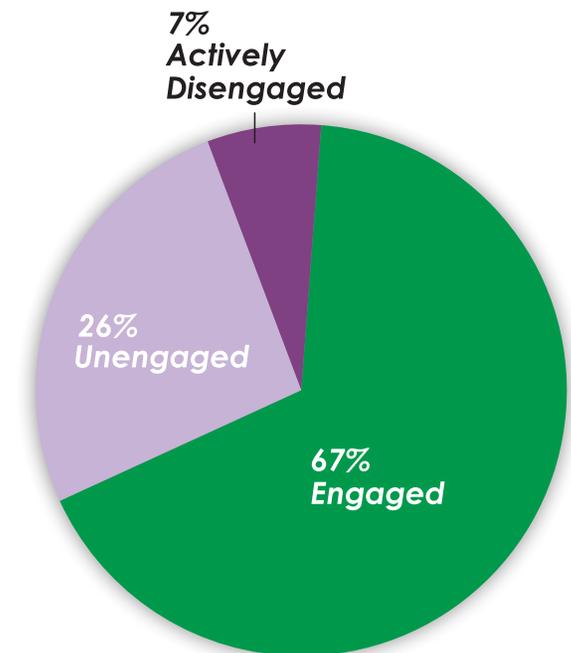
organizational systemic issues that are getting in the way of employee engagement, and develop new systems that can support engagement and performance. This concludes the establishment of the new culture for the organization, which began in Phase 1.

Phase 5

Sustaining a Culture of Engaged Performance™: The next year is critical for maintaining the new culture that has been created. It is all too easy to backslide into old ways. Managers maintain focus by reviewing and monitoring key systems of engagement and performance.

The typical investment in the process is about 1% of your payroll per year, with a typical timeframe of 3 years. With a potential increase in the Payroll Efficiency Factor™ of 15% or more, the annual return is tremendous. The OPMS more than pays for itself!*

Employee Engagement in Exceptional Organizations



I firmly believe that we could not have gotten to where we are today without Gary's involvement and ongoing guidance. Having him serve as the facilitator of our transformation was the critical component to making it happen. I would highly recommend his approach to any organization.

**CEO
Services Industry**

*Pricing for your organization is based on a number of factors, including number of managers and employees, and organizational size and structure. Your return is based on your organization's effort in applying the OPMS process.



If you have any questions about our services, programs, wish to book Gary Lear as a speaker, or simply want to know more about the Seven Elements of High Performance™ model and our research, then please feel free to contact us.

Make a Great Day!

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