

ABOUT RESOURCE MANAGEMENT OF BOSTON

“Understanding yourself is critical... You need to know how you come across to know how you should adapt... Communicate in the style of the customer, your co-worker or your boss, connect with his/her intrinsic motivation, and you form a great relationship.” – Dr. Chick Marshall

Resource Management of Boston was founded with one clear objective in mind – to build a unique consulting practice dedicated to tapping human potential. We have grown our business one relationship at a time, collaborating with organizations like yours to achieve and sustain top performance and excellence. Our distinct and effective approach utilizes creative thinking and design, coupled with powerful methods and technologies.

“Innovative Solutions for Today’s People Challenges” is much more than our tagline. These words exemplify our commitment to providing inherent value through services, products and programs that meet our clients’ specific business needs and goals.

Experience: No other consulting firm possesses the knowledge and experience found at Resource Management of Boston.

- Founded 20 years ago
- Servicing leading financial institutions and Fortune 500 corporations world-wide
- Member of the elite *TTI Performance Systems* Chairman’s Committee
- Recognized authority in the application and interpretation of behavioral profiling in the work environment
- Named as member of All-Star team of financial services expert by *Banking-Investment-Marketing* magazine
- Participating in collaborative industry studies with major “think tank” organizations
- Presenter and lecturer for prestigious U.S. business schools

Validated Approach: Based on extensive independent evaluations, the Resource Management of Boston approach is hailed as “best in class.”

- In a study of 166 top sales performers spread across 15 industries, our technology identified their critical attributes with 92% accuracy
- The prestigious *Advisory Board Council* and the *Council on Financial Competition* recommended our fast, inexpensive, and easy to administer approach as the #1 strategy for achieving world class performance

Success: Resource Management of Boston is a partner in our clients success by looking at behavior and what is required in the work environment to achieve top performance.

- Green Bay Packers increased victories by 78% and won the NFL Superbowl in 1996
- GenCorp increased shareholders value by 130% and improved Six-Sigma process improvement by over 60%
- Liberty Financial increased sales by 135% and improved retention by more than 750% while reducing hiring/training costs by 67%
- Fidelity Investments discovered 24 days of squandered annual time and recycled this into high payoff activities

Meet the Partners

“The human psyche offers as fertile an opportunity for exploration as any frontier man has ever attempted to conquer. There will be further developments, but like the wheel, behavioral profiling will remain a constant fixture upon which to build in any future market.”

– Chick Marshall, Ph.D.

Dr. H. Joseph “Chick” Marshall, Managing Partner, is a respected and highly acclaimed leader in the field of human behavior. For over 15 years, he has helped develop top performing companies and individuals in the financial services industry, while consulting with a diverse range of winning clients in other areas of business – Bob Lutz (while Vice Chairman of Chrysler Corporation), GenCorp, Heinz Corporation, and the Superbowl champion Green Bay Packers. His research and consulting in performance, motivation and coaching, strategic problem-solving, and leadership have earned him an impressive portfolio of global clientele who count on his insight and experience to achieve tangible and measurable results.

Named from more than 6,000 international consultants by TTI Performance Systems as one of the world’s top 25 consultants on behavior and values, he is a recognized authority in the application of behavioral profiling and self-assessment tools. He has been featured in *On Wall Street*, *Financial Planning*, and *Banking/Investment/Marketing* magazines for his use of creative technologies for seizing opportunities and meeting challenges in sales, marketing, customer service, and operations. In 2000, he became a guest lecturer for the annual Securities Industry Association (SIA) Institute at the Wharton School of Business, presenting his signature workshop designed to increase sales and market share through high-net-worth psychology.

Dr. Marshall earned a B.A. cum laude from Bowdoin College and a Ph.D. from the University of North Carolina at Chapel Hill. He became a top investment professional with E.F. Hutton and Liberty Financial before founding Resource Management of Boston.

“Stress and burnout occur when people constantly work against their own type. Knowing your own style is critical to success – but knowing how to relate and adapt to the styles of others is equally important.” – Clare A. Cox

Clare Cox, Partner, is a highly regarded management consultant, researcher, behavioral analyst and trainer with over 20 years of experience designing custom business and technology solutions to improve organizational performance. She has serviced a wide variety of industries including banking, insurance, health care, manufacturing, electronics, and automotive. Among the client organizations that have received the benefit and value of her consulting services are Reebok LTD, Anthem Blue Cross Blue Shield, General Motors, The Chicago Tribune, Ford Electronic, Ciba Corning, and Citizens Bank. Over the past 20 years, she has collaborated with some of the country’s leading management consulting firms in researching and developing process improvement and quality initiatives.

She began her career at the Massachusetts Institute of Technology, and while employed at Polaroid Corporation and Digital Equipment Corporation created and delivered highly interactive sales training and employee communications programs throughout the United States and Canada. As Vice President of a Boston-based management consulting firm, she created an object-oriented process management methodology that is used today for defining critical business requirements, creating effective job profiles, and enabling powerful resource allocation planning. As part of the ongoing development of business case studies and research white papers she prepares for the Resource Management of Boston client base, she has participated in preparing an industry study

of over 3,000 financial professionals that reveals profiles of top performers, trends and insights to success.

Ms. Cox holds a B.A. magna cum laude from the University of Lowell, and a M.Ed. in Interactive Technologies with honors from Boston University. She joined Resource Management of Boston as a partner, researcher and director of operations, and is editor and publisher of *EQ*, the company's quarterly newsletter for clients.

STRATEGIC ALLIANCES

Our strategic alliances are the relationships we form with companies that not only provide unique and highly effective products, they also share our philosophy and commitment to deliver outstanding results, service and support to our clients.

These valued business partners include:

TTI Performance Systems, Ltd. is the world leader in computerized behavior and attitude assessments. TTI provides its distributors with the most comprehensive DISC software solutions on the market. In conjunction with Target Training International, Ltd., TTI has built its products upon a foundation of over 30 years of extensive research and development to tap the unlimited potential of the human mind. **Resource Management of Boston** is proud to be a TTI Performance Systems partner and distributor, and a member of the exclusive Chairman's Club.

Over the past 20 years, millions of people have experienced the power of TTI assessments. Here is a partial list of organizations that have invested in TTI products:

- American Express
- AT&T
- Charles Schwab
- Chase Manhattan Bank
- Coca-Cola
- EDS
- General Electric
- IBM
- Jenny Craig
- Marriott Corp
- Mercedes-Benz
- Motorola
- New York Life
- Ralston Foods
- Sprint
- Stanford University
- Travelers Insurance
- Upjohn
- US Department of Justice
- Westin Hotels
- Xerox

Inscape Publishing, international provider of self-directed and facilitated learning environments to improve individual and organizational performance. Resource Management of Boston is an Inscape Publishing Authorized Distributor.

Maximum Potential provides Resource Management of Boston with *SalesMax*, a sales assessment system, and related products.

CLIENTS

In his renowned book, *In Search of Excellence*, Tom Peters writes, "...the key to success lies in the depth of one's 'insight into people'." We believe that insight must be extended to gaining an understanding of people's attitudes and values, which motivate behavior.

The secret to our firm's track record of consistent success and results for our clients is a commitment to building strong relationships based on true insights, and helping organizations tap into their greatest resource – people – to reach their greatest potential.

Partial list of clients:

- ATP
- Boston Housing Authority
- Chrysler Corporation
- Corporate Leadership Council
- Council on Financial Competition
- Dimock Community Health Center
- Essex Corporation
- Fidelity Investments
- First Chicago/NBD
- Foxboro/Siebe
- GenCorp
- Green Bay Packers
- Heinz
- Insurance Advisory Board
- John Hancock
- Kemper Scudder
- Kepner-Tregoe
- Liberty Financial
- Securities Industry Association
- State Street Research and Management
- The Advisory Board
- Union/Bank of Tokyo
- U.S. Olympic Team
- Walter V. Clarke
- Wells Fargo Bank
- Wharton School of Business
- The Woodmen of the World Insurance Company

"A lot of the 130% increase in our stock price over the past year and a half is attributed directly to the profiling process, the job models, and the ability to get the right people in the right place at the right moment."

**Sam Harmon, Senior Vice President
GenCorp**

“We accomplished in five hours what we were not able to do in five years! And the quality of the solution was superb – far beyond what any one individual could have produced.”

**Robert Gunville, Senior Vice President
Kemper Scudder**

“Whether you believe leaders are created or born, they can all benefit from the kind of training you’ve designed. It’s given us more confidence in our leadership, knowing that they’ve had one-on-one coaching and constructive feedback. There’s definitely a domino effect happening. We see all of our employees responding to their positive leadership.”

**Troy Shaver, Vice President
State Street Research and Management**

“The new Sales Coaching Workshop has received rave reviews in the field. There is nothing like it in the market, and it will enable Essex to dominate the bank marketplace in sales. Your DISC Sales Workshop has been one of our most successful programs for five years, and this one promises to be even better.”

**Margaret Raupp
The Essex Corporation**

CONTACT US

Thank you for your interest in Resource Management of Boston. We’d like to hear from you. Please direct your inquiry to the appropriate address.

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If you’re having a problem with the way the web site is operating, please let our Webmaster know at webmaster@rmboston.com.