

Our Vision

Our vision is to become the premier development process company serving Western New York, Southern Ontario, and Poland, using state-of-the-art methods that lead to individual and organizational growth.



Testimonials

"Jim Serafin is a true professional who is determined to make a difference, to help me to be very successful. He showed a genuine interest in charting a course for my business, without once looking at his watch. He helped me to understand the dynamics of my industry, and to focus my business strategies. This led to measurable and positive results. I would highly recommend that any business, big or small, new or established, successful or challenged, employ the services of Jim Serafin and Resource Development & Management."

Bill Smith, Owner, Vista Communications

"I hired Resource Development & Management earlier this year to assess our business sales procedures and to make recommendations on improving our methods. One of the recommendations that Jim made was to organize a grand opening.... Jim helped me to identify effective ways to get our message out. We improved our signage, developed print advertising, and made personal calls to the owners of businesses located within a mile radius of my shop.... Many of these people are now loyal customers of Buffalo Press, Inc.... Jim Serafin and Resource Development & Management proved to be a good investment for my company.... I would recommend Jim's services to any company or organization."

Nick Battistella, President, Buffalo Press, Inc.

"Resource Development & Management helped us to define our goals and our competition and organized us to respond to new and very burdensome regulations. They also helped us to integrate our new employees into the business. As a result they are more productive." Our profits increased 38% in the first year.

Matt Mc Donald, Senior Manager, Brisbane Consulting Group

**Comments received from the 2007 Business Seminar:
Entrepreneurial Leadership & Strategic Thinking:**

"The best seminar yet." **President of an award recognition company**
"Excellent! Great job!" **Owner of a sales tax audit company**
"Speaker very well prepared and knew subject matter."

Grand Island Realtor

"It's a great course. Take it." **Owner of a heating and cooling company**

**Call Jim Serafin at: 716.896.6464 or
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Fax: 716.206.0542**

Invent your future



or the future
Will Invent You

RESOURCE DEVELOPMENT & MANAGEMENT
RDM
Providing the Process for Individual and Organizational Growth

About Us

Results Based Consulting

RD&M is a business growth and strategic planning company with affiliate members serving clients across the United States and abroad. Over the past 30 years, we have helped businesses of all sizes to reassess their goals and implement successful growth strategies which have enabled them to raise their top line, lower production and operation costs, and generate new revenue streams. Our hands-on approach allows each client to focus on what is truly important to them and the future of their business.

By designating a few hours each week for meeting and discussing your individual and organizational goals, we gradually and effectively develop your custom plan over the course of four to six weeks. By the end of this process, you will not only have a complete and well written plan; you will have already begun implementation under our supervision.

Since the success of your plan is of optimum importance to us, we schedule return visits for the purpose of monitoring your progress at intervals of three months, six months, and one year from the date of your plan's implementation. **We are proud of the fact that over 90% of the projects we have implemented were still in operation 10 years later.**

Services

Business and Not-For-Profit Services

- Strategic Plans
- Business Plans
- Marketing Plans
- Sales Plans
- Fund Raising (six Options)
- Business Coaching
- Turnkey Programs
- Program Monitoring & Evaluation (S.L.E.D)
- Grant Writing (five Options)

Business Training & Seminars

We offer regular seminars and training on a variety of topics ranging from business and marketing plan preparation, to management skills and creative problem solving. We are often called upon to tailor our sessions to meet the individual needs of our clients. For your convenience, our specialized training sessions can be conducted on location at your facility, or at an off-site venue. **An important feature of our seminars is that they are designed so that each attendee will walk away with at least one good idea he or she can implement the very next day.**

Business Training Topics Include:

- Leadership Processes (From the Board Room to the Boiler Room)
- Change Management
- Conflict Resolution
- Creative Problem Solving
- Productivity & Time Management
- Strategic Thinking
- Sales Strategies
- Team Building & Supervision
- Marketing

Seminars

Current Seminars*

- Ten Things You Must Do Before Developing Your Next Business Plan
- Financial Analysis as Part of Your Three-Year Business Plan
- Employee Ownership in Your Business Plan
- Preparing a Business Plan as Part of a Credit Application
- The Good, the Bad, and the Ugly Business Plan
- Open Forum: Individual Problem Solving and Case Studies

Most Recent Seminars

- Thinking Outside the Box, Your 2009 Business Plan
- Entrepreneurial Leadership & Strategic Thinking, March 2007
- Preparing Your 2007 Business Plan, (Two Sessions), December 2006
- Embracing Change, September 2006
- Developing a Compelling Vision for your Organization, August 2006
- Business Plan: Good Idea or Bad Idea?, July 2006

*** Please Call for Time, Date, and Location.**

Ask About Custom Sessions.

