

OVERVIEW

F I S H Philosophy Workshop

*improved productivity through a
better workplace attitude*



Catch the Energy -
Release the Potential.



The atmosphere in our Customer Service Department has changed for the better since implementing the FISH Philosophy... Everyone in our Department is on board... This has created a very positive atmosphere.

Linda Johnson, Customer Service
Island Hearing Services



WORKSHOP OVERVIEW

Effectiveness and productivity in an organization stem from individuals whose needs are met on many different levels. Some of these include how individuals interact, how they solve issues and resolve personal and professional conflicts. In short, when your staff is happy and working as a cohesive supportive unit, your organization flourishes. Moreover, your customers can tell the difference – and that spells a difference to your bottom line.

The FISH Philosophy is a fun opportunity to build a supportive work environment every day. It's an *Attitude Adjustment* – after all, our attitude is the one thing we can all control.

This is a fun participative workshop, that can require as little as a half day, depending on the organization. And, as with any corporate culture program, the change needs to start with management walking-their-talk to build the environment they want to see.

In this workshop, the participants explore the following concepts to develop a roadmap for positive cultural change within the organization:

CHOOSE YOUR ATTITUDE

BE THERE

Using PLAY to make a positive difference

MAKE THEIR DAY basic customer service concept

Freedom and permission

Accountability and responsibility and reliability

Personal commitment

Sharing in the outcomes

Measuring success

This workshop includes a thought-provoking video with guidebooks designed to stimulate positive discussion and corporate cultural change. Based on a pilot project centered on Seattle's famous Pike Place Fish Market, this program can play a key role in enhancing your staff effectiveness and productivity while improving overall customer satisfaction.



PROGRAM SPECIFICS

Length: 3 to 8 Hours *
** length of workshops can vary to support different organizational needs*

Prerequisite: A willingness to share and participate in building better personal and professional relationships to benefit the organization

Session Size: Session sizes vary to support organizational needs

WHO SHOULD ATTEND?

Senior and Middle Managers

Department Heads

Team Leads

Front-line Staff

Support Staff



in fact... when an organization decides to implement the FISH Philosophy, it is imperative at all staff participate. Only with full buy-in at all levels can true success be achieved.



1040 EMPRESS AVENUE
VICTORIA, BC V8T 1P2
TEL: 250.592.3060
FAX: 250.388.5911

TOLL FREE
1.877.477.6240

RPM

RESULTS PERFORMANCE MANAGEMENT
www.rpmbiz.com
Delivering tangible results through people

info@rpmbiz.com