

Fish Philosophy – Creating Corporate Culture

In today's competitive market, there's no room for error. The four principals of our FISH! Philosophy delivers key insights proven to build a world-class corporate culture that will increase your organization's productivity – and profits.

- BE THERE
- MAKE THEIR DAY
- PLAY
- CHOOSE YOUR ATTITUDE

Tens of thousands of organizations worldwide use FISH! to ignite effective leadership, teamwork, service, retention, accountability, creativity and quality. FISH! Leadership training educates and entertains, so your team enthusiastically embraces its key message in how to enjoy work and delight customers.

Investment:

- Duration of the Workshop – ONE DAY
- Commercial: INR 11000 plus taxes per participant.
- Early Bird register by 10 August: INR 9900 plus taxes per participant.
- Group of Four or more: 9350 plus taxes per participant.

The above commercials include:

- Original Course material
- Participation certificate



What is the FiSH! Philosophy?

The FiSH! Philosophy is a set of simple, practical tools to help you create the work culture you've been looking for. It's a way to build stronger relationships that equip you to face your challenges more effectively. The FiSH! Philosophy fulfills the most basic needs of human beings who, in turn, fulfill the needs of the organisation—more connected teams, better communication, extraordinary service and higher retention.

What are the 4 FiSH! Philosophy principles?

- 1. Be There** is being emotionally present for people. It's a powerful message of respect that improves communication and strengthens relationships.
- 2. Play** taps into your natural way of being creative, enthusiastic and having fun. Play is the spirit that drives the curious mind, as in "Let's play with that idea!" It's a mindset you can bring to everything you do.
- 3. Make Their Day** is finding simple ways to serve or delight people in a meaningful, memorable way. It's about contributing to someone else's life, not because you want something out of it, but because that's the person you want to be.

4. Choose Your Attitude means taking responsibility for how you respond to what life throws at you. Once you are aware that your choice impacts everyone around you, you can ask yourself, "Is my attitude helping my team or my customers? Is it helping me to be the person I want to be?"

Who Should Attend?

Perfect for business owners, CEOs, MDs, call centre managers and frontline supervisors who want to lead more effectively.

Learning Outcomes

- Improved communication
- More trust and engagement with employees
- Increased satisfaction and productivity
- Realistic self-evaluation leading to greater leadership knowledge and skill
- Less fear in yourself and others
- Tools, tips and techniques designed to help create a more invigorating work environment

BE THERE (An exploration of what it means to "Be There" for your customers, coworkers, and yourself, and what some of the obstacles are that get in the way of us being there.)

MAKE THEIR DAY (A conversation about how you can make a difference for your customers or co-workers by doing something that gives them a positive and memorable experience)

PLAY, (A discussion of what Play means at your workplace, and how it can have a positive impact on creativity and productivity. Play doesn't mean you aren't working, but instead is giving you permission to take risks and learn from them.)

Choose Your Attitude – (A discussion of the most important principle of The FISH! Philosophy - the one that sets the tone for the other three principles. Every day you have the opportunity to decide for yourself what attitude you will have at work.)