

CUSTOMER SERVICE

The Fish Philosophy®

Program Highlights:

The FISH! Philosophy helps you “wow” customers by focusing on their needs, having fun in a way that enhances their experience, and being real.

Critical issues such as attitude and accountability can make or break an organization. FISH! opens the door to these serious subjects, using humor to help people see new possibilities at work. People relate to FISH! because it’s fun, and they put its important ideas to use because they’re fundamental to success. FISH! is perfect for any need, such as new employee training, customer service, efficiency and quality improvement.

Learning Outcomes:

- Identify the four simple yet best practice approaches that assist organizations to bring new energy and commitment to their work as well as build a supportive work environment
- Explore and learn concepts to develop a road map for positive cultural change within their organization
- Assist and enable their respective organizations to adopt remarkable practices that profoundly improve morale, as well as internal and client relationships.
- Learn how to enhance personnel effectiveness, accountability, and productivity while improving customer satisfaction
- Improve teamwork through supportive attitudes and perspectives toward group initiatives
- Empower staff by change rather than pressure



Target Audience:

All employees through frontline leaders



Stand Out!

Course Outline

	DESCRIPTION
UNIT 1: Do you know how important you are?	
UNIT 2: Brace yourself!	
UNIT 3: Watch it. No, watch it twice.	
UNIT 4: Understand the importance and potential benefits of FISH!	
UNIT 5: So, what are some problems that FISH! might help solve?	<ul style="list-style-type: none"> • Recruitment and Retention • Energy and Morale • Attitude and accountability • Creativity and Innovation • Integrity and Trust
UNIT 6: So, what are your goals for FISH!?	
UNIT 7: What is the FISH! philosophy?	<ul style="list-style-type: none"> • Play • Make Their Day • Be There • Choose Your Attitude