

## FISH THE ORGANISATIONAL CULTURE TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Are you looking for a practical, fun and proven team building course that can transform your entire organisational culture? Then FISH! is the solution!

The PD Training FISH! The Organisational Cultures training program will help your company adopt remarkable, proven practices that profoundly improve morale & relationships.

The FISH! philosophy has revolutionised company culture and team building around the planet.

This dynamic and highly valuable training course is now available New Zealand wide including Auckland, Wellington and Christchurch.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## FISH THE ORGANISATIONAL CULTURE TRAINING COURSE OUTLINE

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### FOREWORD

The FISH! for Organisational Cultures training course is a one-day workshop that empowers all your teams to embrace the FISH! Philosophy and build a highly effective customer service culture across all departments within your organisation. By allowing your staff to attend the course, you will begin the process of building a high-performance customer service culture across all your teams.

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### OUTCOMES

FISH! has been called an antidote to cynicism, depression, burnout and anger. Our clients are using it for nearly every issue facing business today: leadership, orientation, teamwork, retention, creativity, customer service, quality improvement, change — anything involving human interaction.

**By the end of this course, participants will:**

- develop a shared vision of how to serve customers, internal and external
  - clarify common values of how to treat each other
  - recognise new opportunities to make a positive difference for others
  - become more proactive in creating a more effective environment
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### MODULES

#### Lesson 1: Introduction

- The four FISH! practices

#### Lesson 2: Practice 1: BE THERE

**Be there** builds relationships by:

- Being fully present
- Listening to understand, not just reply
- Taking action based on awareness

#### Lesson 3: Practice 2: PLAY

**Play** encourages creativity and fun through:

- Curiosity
- Freedom to innovate
- Freedom to be you
- Trust and the playing field - setting the boundaries
- Creating an environment of play

#### Lesson 4: Practice 3: MAKE THEIR DAY

**Make their day** reminds us to serve by:

- Learning to value and recognise people
- Learning to be genuinely selfless
- Learning to be aware

#### Lesson 5: Practice 4: CHOOSE YOUR ATTITUDE

**Choosing your attitude** helps you to:

- Practice to become aware
- Make a conscious choice
- Live in alignment with your intentions

#### Lesson 6: Taking a closer look

- Assess how the organisation is living each of the practices

### Lesson 7: How well do I live the practices?

- Short test on how you live the four practices

### Lesson 8: Top of mind issues/team solutions

- Identify a list of top of mind issues
- Identify ways to address these issues

### Lesson 9: Action planning

- Identify tangible goals that impact others
- Learn to put in place accountability measures to improve success

### Lesson 10: Want to form a habit?

Creating a 21 day habit forming calendar

### Lesson 11: Your life title

### Lesson 12: Beyond the workplace self-survey

- Looking at how you live the four practices in life

### Lesson 13: What's possible now?

- Finding the limitless possibilities with the four practices

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)