

FISH TEAM BUILDING FOR CUSTOMER SERVICE TEAMS

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COURSE LENGTH: 1.0 DAYS

Are you looking for a practical, fun and respected team building and cultural improvement program for your customer service team? Then FISH! is the solution you've been looking for.

The PD Training FISH! Team Building for Customer Service Teams provides a training intervention that will transform your customer service methodology. Provide your customer service team with inspiration and proven tools to improve your internal culture and your customer's engagement experience.

The FISH! philosophy has transformed team cultures and teamwork around the planet, so learn why it is so successful today.

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

Contact us today for a [group quote](#).

FISH TEAM BUILDING FOR CUSTOMER SERVICE TEAMS COURSE OUTLINE

FOREWORD

FISH! Team Building for Customer Service Teams is a one-day workshop that empowers your customer service team to embrace the FISH! Philosophy and build a highly effective customer service culture. By allowing your customer service staff to attend the course, you will begin the process of building a high performance culture within your customer service team.

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

MODULES

Lesson 1: Introduction

- ▶ The four FISH! practices

Lesson 2: Practice 1: BE THERE

Be there builds relationships by:

- ▶ Being fully 'present' with customers and co-workers
- ▶ Listening to understand your customers and co-workers
- ▶ Taking action based on awareness

Lesson 3: Practice 2: PLAY

Play encourages creativity and fun through:

- ▶ Curiosity - learn how curiosity unleashes creativity in a customer service setting
- ▶ Freedom to innovate - learning to be free to "try things out" as a team
- ▶ Freedom to be you - learning to be your natural self in any customer service setting
- ▶ Trust and the playing field - setting the boundaries
- ▶ Creating an environment of play in a customer service setting

Lesson 5: Practice 4: CHOOSE YOUR ATTITUDE

Choose your attitude helps you in a customer service setting to:

- ▶ Practicing to become aware of your attitude toward customers
- ▶ Making a conscious choice - are your choices and attitudes helping your team and customers?
- ▶ Live in alignment with your intentions - learning to be anchored to a customer service mindset

Lesson 7: How well do I live the practices?

- ▶ Short test on how you live the four practices

Lesson 9: Action planning

- ▶ Identify tangible customer service goals that impact others
- ▶ Learn to put in place accountability measures to improve success of your customer service initiatives

Lesson 11: Your life title

Lesson 13: What's possible now?

- ▶ Finding the limitless possibilities with the four practices

Lesson 4: Practice 3: MAKE THEIR DAY

Make Their Day reminds us to serve customers and co-workers by:

- ▶ Learning to value and recognise customers as people
- ▶ Learning to be genuinely selfless toward customers
- ▶ Learning to be aware of your customers needs - creating a delightful atmosphere

Lesson 6: Taking a closer look

- ▶ Assess how your customer service culture is living each of 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 10: Want to form a habit?

- ▶ Creating a 21 day habit forming calendar

Lesson 12: Beyond the workplace self-survey

- ▶ Looking at how you live the four practices in life

WEB LINKS

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