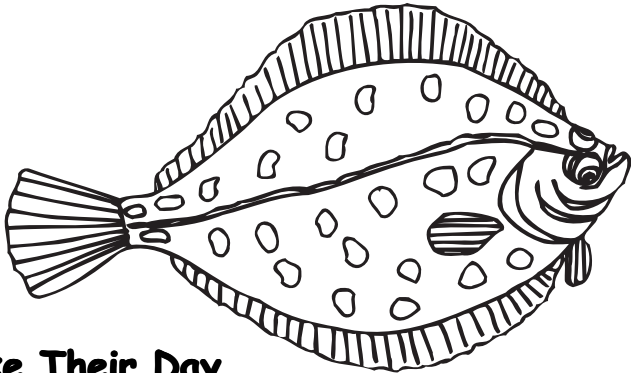


The FISH Philosophy

Based on the book, "FISH!" by Stephen C Lundin, Ph.D, Harry Paul, and John Christensen

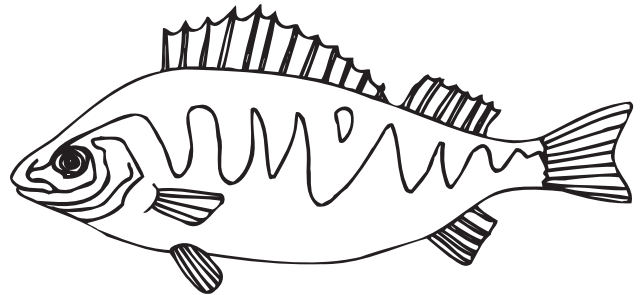


Play

The fish guys have fun while they work, and fun is energizing. How could we have more fun and create more energy?

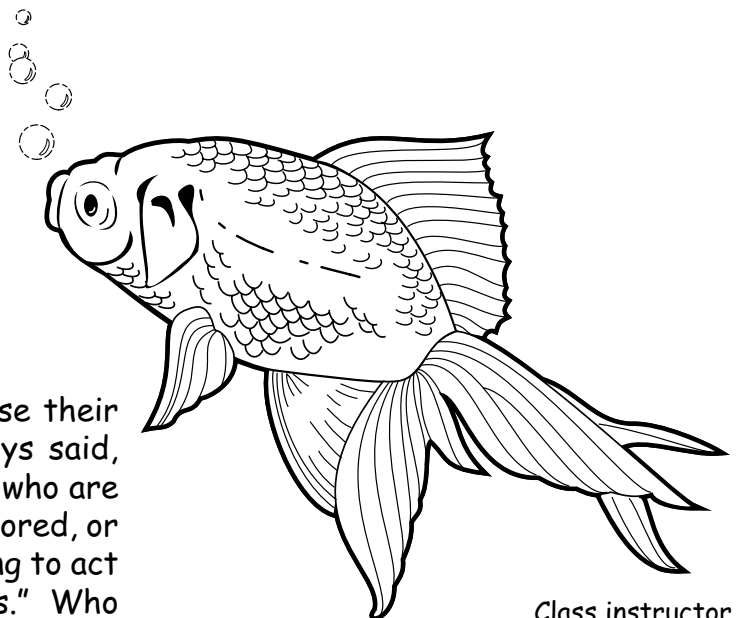
Make Their Day

The fish guys include the customers in their good time. They engage their customers in ways which create energy and good will. Who are our customers and how can engage them in a way that will make their day? How could we make each other's days?



Be Present

The fish guys are fully present at work. What can they teach us about being present for each other and our customers?



Choose Your Attitude

The fish guys are aware that they choose their attitude each day. One of the fish guys said, "When you are doing what you are doing, who are you being? Are you being impatient and bored, or are you being *world famous*? You are going to act differently if you are being world famous." Who do we want to be while we rehearse and perform?

Class instructor
Sandi Wright