

FISH THE ORGANISATIONAL CULTURE TRAINING

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COURSE LENGTH: 1.0 DAYS

Do you want to work in a harmonious organisation with motivated employees, while also getting fewer complaints from customers? You can take the culture of your organisation to a higher level by enrolling with a training course on FISH! the Organisational Culture with PD Training.

This training course teaches best-practice methods on how to professionally serve customers, how to treat other co-workers and how to become more proactive in creating a more effective environment in your workplace. This course leads to a more engaged workplace, lowers employee turnover, raises productivity, cultivates imagination and creativity, instills a fun-filled spirit, motivates others to do their tasks well, creates trust and develop relationships and communication in the workplace.

Now available throughout Malaysia and Kuala Lumpur, this FISH! Organisational Culture training course can be delivered by our expert local or international trainers at your chosen venue and schedule. You can also join our public classes, live online using our HIVE technology.

Click on the In-house tab below to generate an instant quote.

FISH THE ORGANISATIONAL CULTURE TRAINING COURSE OUTLINE

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.

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
 - recognize 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

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