

SAMPLE

FISH! ESSENTIAL CONVERSATIONS

“Your
words
create
your
world.”

- Zip Mills,

Assistant Principal, New York City

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FISH! ESSENTIAL CONVERSATIONS

THE FISH! PROCESS

YOU'RE READY TO GO!

Before you jump into the Essential Conversations it's important to check in and make sure that you have done the following:

- You've watched the FISH! video (if it's been a while, more than 3 months, watch it again with your group).
- Use the Quick Start Guide to facilitate your FISH! gathering. There are many helpful hints for you, the facilitator, as you start your FISH! journey.
- Watch the two videos on Journey and Invitation on the FISH! Culture DVD. This will help you be able to talk about how what you are doing is different than a "flavor of the month" training program. You may even choose to show these to your team – it's up to you where you'd like to fit that in.

THE BASIC STRUCTURE FOR YOUR FISH! GATHERINGS:

FISH! WISDOM:

BACKGROUND INFORMATION FOR FACILITATOR

This information will help you better understand each FISH! practice and prepare you for questions that may come up.

REFLECTION

Wow, That Felt Great!

Check in and review with your group. What worked? What was challenging? Explore how it felt. What difference did your efforts make?

That's What It Is!

You've just seen a colleague put one of the FISH! practices into action. You could just smile and move on with your day. Or you could say to yourself, "That's what it is!" Better yet, you could tell the person, "You know how you were just now (with that client, with that coworker)? That's what your mission is all about! *That's what it is!*"

"That's what it is!" is a memorable way to recognize and celebrate each other. It gets your team in the habit of looking for and calling out actions that are consistent with your values and intentions. It helps clarify what FISH! looks like in your workplace. The more clearly you see the relevance of FISH! to your work, the more clearly you'll see opportunities to live it.

Each time your group comes together to reflect on your FISH! experiences, ask people to share a few "That's what it is!" moments.

Building On

Great conversations build on one another. Use these words, or create your own, to allow your group to move to the next conversation topic or continue to build on the current topic. If your group chooses to stay with the same topic, ask them what is most important to talk about in your time together.

FISH! ESSENTIAL CONVERSATIONS

THE FISH! PROCESS

SHOW THE VIDEO NOW

This is the video to play from the Essential Conversations section of the FISH! Culture DVD.



As You Watch This Video

Each FISH! conversation is supported by its own video. This section will help you introduce the video that goes with the session you're working on. Use these words, or create your own, to set up the video.

CONVERSATION

Conversation Starters

Use these questions to get the group talking. Feel free to add any question that *keeps* them talking. Take as long as you need to fully explore any question; if it only takes one or two questions to spark deep conversations, that's great.

EXPERIENCE

Experience It!

End your session by making a commitment to do something. Come up with two actions you will do the following week.

If you ever need to prime the idea pump, you'll find some action examples in the More Tools section of this guide (pg. 71). *Go there only if you are truly stuck.*

It's far better if the actions you select are generated by your group, not by us. The actions

you choose will be more relevant and will create deeper commitment than examples we provide.

Here are some simple things to keep in mind as you set up your FISH! conversations:

- Utilize small groups of 6 to 8 people (from the same team or work group when possible so they can experience the benefits of the dialogue together). Any more creates a scheduling nightmare, any less and you may be sitting in the room alone if a conflict arises.
- Arrange the chairs in a circle or around a conference table. This way everyone can see one another.
- Briefly "check in" with your group – what's been going on since the last time you met? Spend a little time on building relationships before jumping into the task at hand.
- Know the time limits for your gathering. People don't like starting or ending late.
- Be There for each other by listening carefully, without judgment.
- Encourage active participation by everyone.

CONVERSATION 1: BE THERE

FISH! WISDOM:

BACKGROUND INFORMATION FOR FACILITATOR

To Be There for another person has a powerful effect. Think about how good it feels when someone gives you his or her undivided attention, focusing on your needs and feelings. Now think about how it feels when people with whom you are “interacting” look over your shoulder, interrupt to talk with others or check their watch.

Be There starts with your physical presence: Looking directly at people. Shutting out distractions (especially all the technological devices vying for our attention). Listening intently without thinking about how you’re going to respond. Setting other tasks aside for people who need you now. Nobody’s perfect, of course; Be There often requires catching yourself when you aren’t present and bringing yourself back to now.

On another level, Be There is seeing the possibilities in each moment. For example, imagine you are working at a doctor’s office. A woman with a crying child walks through your door. You could be physically present by smiling and being patient with the woman as she checks in.

However, you could also glance at her chart and see that the harried woman in your doorway is Ms. Johnson with her three-year-old son Trey—and it looks like she could use a break.

You might come from behind your desk and greet Ms. Johnson by name. Perhaps you would get down on one knee to tell Trey about the treasure chest in the corner, and take him there so he can pick out a toy. You might grab a water or juice out of the small refrigerator next to your desk—put there just for these kinds of situations—and offer it to Ms. Johnson. One of the most important aspects of Be There is that it helps you see opportunities to live out the other FISH! practices. That’s why it’s the first step on your FISH! journey.

REFLECTION

Last time your group met you introduced The FISH! Philosophy. Your group created a list of ideas on each of the four practices. At the end of the session the group identified ideas that they could start doing right now.

What were some of these ideas?

Wow, That Felt Great!

- How did it feel?
- What worked? What didn't?
- What difference did it make to our work?

That's What It Is!

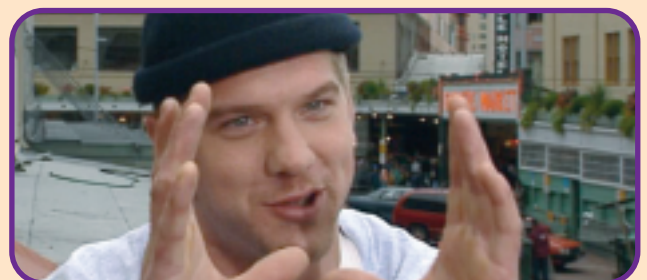
What other ideas did you put into action?

SAMPLE

SHOW THE BE THERE VIDEO NOW

AS YOU WATCH THIS VIDEO...

Think about why Be There is the first step on your FISH! journey. How can it help you get more out of your relationships and your work?



CONVERSATION

CONVERSATION STARTERS

- Shawn says when you're being there, "it's like being with your best friend." Who is best at being there for you? What makes them good at it? How does it make you feel?
- What gets in the way of being there for us at work? At home?
- J.P. admits, "I spent a lot of years rolling my eyes when people asked me questions." Has anyone ever rolled their eyes at you—literally or figuratively? How did it make you feel? When do you find yourself rolling your eyes at others?
- Can anyone share a story of when someone was there for you when you needed him or her? How did it impact your life?
- Dickie, one of the fishmongers, says when you get distracted, you have to "bring yourself back to being present." What are some things you do to bring yourself back to the present?
- What's the difference between just being pleasant and being *fully* present?

SHOW LEO'S STORY

To close this initial gathering on an emotional note, save five minutes at the end to show Leo's Story. It's listed under the Be There section on your DVD menu. You can introduce Leo's Story

by saying, "Let's close by watching a short video. It's an example of the opportunities that can show up for us when we're being there for others."

EXPERIENCE IT!

What are two actions will we take next week to Be There?

FISH! WISDOM**BACKGROUND INFORMATION FOR FACILITATOR**

When you're part of an environment where people around you are excited and engaged, it rubs off on you. When the team values your ideas and opinions, and you can do your work without fear or constraints, the desire to use your talents naturally grows.

To create that collective energy, every member has to choose to contribute. When you do, the total of the group's engagement and commitment becomes greater than the sum of its individual parts.

One of the best ways to connect with your passion is to think about the real impact of your work. When you see beyond the tasks you do—to understand the joy, fulfillment or just plain relief your work gives to others—you'll feel a greater sense of purpose. And purpose leads to passion.

*“Nothing splendid
has ever been achieved
except by those who dared believe
that something inside them
was superior to circumstance.”*

– Bruce Barton, U.S. Congressman

REFLECTION

The last time we met, we talked about communicating—and listening—more effectively.

We tried:

Wow, That Felt Great!

- How did it feel?
- What worked? What didn't?
- What difference did it make in our work?
- Did anything unexpected show up?

That's What It Is!

What other examples of good listening and communicating did you notice or practice this week?

Building On

Our next conversation topic is passion and engagement. Are we ready to build on what we've discussed up to this point and talk about passion and engagement?

SHOW THE PASSION & ENGAGEMENT VIDEO NOW

AS YOU WATCH THIS VIDEO...

Think about how your colleagues affect your level of energy and commitment—and how you affect them.



CONVERSATION

CONVERSATION STARTERS

- One of the fishmongers, Dickie, says it's the "energy we give off that creates Pike Place Fish Market." When are you most energetic? When is our team most energetic?
- Brian says the people who, much like a high jumper, "throw their heart over the bar" are happiest and have the most fun in his workplace. When have you "thrown your heart over the bar"? Why did you do it?
- Rob says his team has started to see that they aren't just fixing cars; they are "helping people go on vacation, helping them spend time with their families, giving them peace of mind." In other words, they see the real impact of their work. What is the *real* impact of our work?
- Justin says his passion is "just inside of me." It comes from being "treated like a human being." What does being treated like a human being look like? What does it feel like?

EXPERIENCE IT!

What are two actions we will take to help each other find more passion and commitment?

SAMPLE

*I can truly say
that our organization
has undergone a
metamorphosis.*

*We went from a very
negative work
environment to a very
pleasant and
positive one.*

- Kimberly Hoch,

Director of Marketing, Novus Clinics

MORE TOOLS

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The four FISH! practices—Be There, Play, Make Their Day, Choose Your Attitude—combined with recognition make both work and personal life fun and productive. They provide a healthy mix for a winning team to get the results *they* want *when* they want it. What is it about human nature that makes us respond so positively to positive feedback in the form of recognition? It is a feeling of connection to other people, being part of a larger purpose that motivates us.

A major part of making FISH! successful in your organization is creating a reward and recognition program that fits your organization and people. It can be a formal program or an informal practice to notice and praise each other. Use Conversation 4: Make Their Day (pg. 23) to get your team involved in a conversation on recognition.

WHAT MAKES RECOGNITION REALLY POWERFUL?

1. It has to be true. Don't recognize someone for doing something you actually think is weak or average.
2. You can recognize an "average" activity if you really appreciate your associate doing it, even if it is their job. It feels good to be thanked and noticed.
3. Ask people how they like to be recognized. Do they want to be praised in public, in private, never, every day? What's their preference?
4. Link recognition to meetings, HR tools or products that already exist. For example, during staff meetings add some time for recognition. It could be from a leader or from a peer. Talk to each other about what works and what each person prefers.
5. Make it personal. If the person you want to recognize really likes coffee, get them a pound of ground coffee to say thank you. Look around their office for clues.

*“It is not our purpose to become each other;
it is to recognize each other, to learn to see the other
and honor him for what he is.”*

– Hermann Hesse, novelist and poet