

## FISH TEAM BUILDING FOR CUSTOMER SERVICE TEAMS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

The FISH! Team Building for Customer Service Teams training workshop aims to improve your customer service team by implementing the FISH! philosophy. Various companies have used this training program to improve not only their customer service teams, but also their other services requiring human interaction.

This FISH! Team Building for Customer Service Teams training program teaches the customer service teams the effective use of FISH! Tools to help them agree on the following: the best way to serve your customers' requirements, proper interaction between team members and becoming proactive to help achieve an effective team.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

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

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## FISH TEAM BUILDING FOR CUSTOMER SERVICE TEAMS TRAINING COURSE OUTLINE

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### 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.

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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

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#### Lesson 1: Introduction

- ▶ The four FISH! practices

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#### 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

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#### 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

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#### 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

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#### 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

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

- ▶ Short test on how you live the four practices

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#### 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

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#### Lesson 11: Your life title

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

- ▶ Finding the limitless possibilities with the four practices

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#### Lesson 6: Taking a closer look

- ▶ Assess how your customer service culture is living each of the "four practices"

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

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

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

- ▶ Creating a 21 day habit forming calendar

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

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

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### WEB LINKS

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