

## Fish By Stephen Lundin

Practical, proven techniques for managing today's smaller, more mission-critical projects. Managers who can bring projects in on time, under budget, and within specs are among the most valuable and marketable in today's project-driven environment. *Just Enough Project Management*-- written by globally renowned project management authority Curtis R. Cook--is a quick-hitting, no-nonsense pocket guide on how to successfully handle projects of any size, in any environment. This versatile book's one-of-a-kind, customizable templates free managers from the time-consuming process of having to reinvent basic techniques and methods from one project to the next. Valuable for projects of every size, but especially helpful for today's newer breed of tighter, more focused projects, *Just Enough Project Management* will help project managers achieve: Greater bottom-line performance Dramatically improved team morale Long-term competitive advantage

Most companies talk about excellence, but what does excellence really mean? What specific attitudes and practices lead to excellence? Drawing on years of study and decades of experience, authors Harry Paul, John Britt, and Ed Jent have zeroed in on five core qualities of excellence. In this entertaining and enlightening book, they tell how to give and be your best in each of these five critical dimensions and foster excellence in your organization and in your life. The book begins with a crime being committed: Excellence (personified) has been kidnapped, and Leadership assembles Excellence's team (Passion, Flexibility, Communication, Competency, and Ownership) and challenges them to work together to get their Excellence back. And who is the culprit? Has Average kidnapped Excellence and replaced Excellence's team with his own: N. Different, N. Ept, N. Flexible, Miss Communication, and Poser? A mysterious ransom note sparks the struggle between Average and Excellence. Integrated into this tale of organizational excellence is the story of Dave, a delivery man. The kidnapping causes Dave to contemplate his own life and relationships in a way that makes the paths of personal and organizational excellence cross and intertwine. *Who Kidnapped Excellence?* is a parable that helps organizations and individuals achieve their best in every aspect of their lives.

Why do some small businesses succeed while others fail? That is the question one young entrepreneur faces in this illuminating business parable for our times. *Loops* reveals the soul-searching story of Tony, a business student who doesn't understand why he can't quit school and work in the family business. Then his professor surprises him with an unusual final exam—a twelve-week, summer-long study of the small businesses in his local area. This simple real-world assignment opens Tony's eyes to the most important lessons an entrepreneur can learn, such as how to: Manage "experience zones" Build strong customer relations through "vision moments" Standardize key processes for employees Innovate, improve, and maintain quality Accomplish real results by "closing the loops" As you follow Tony's journey, you'll receive a week-by-week crash course on the seven essential loops for small business. You will learn how to distinguish yourself from the competition, improve your operations, and close the loops. Best of all, you'll discover innovative ways to apply the loops concept to every challenge you face, with every endeavor, in any economy. When you close the loops, you open the door—to limitless opportunities.

For twenty years *The Fish!* Philosophy has transformed businesses, schools, and individuals worldwide. Its simple, powerful practices help people find new passion and purpose in their work and lives. Thousands of organisations, such as Southwest Airlines, Ford, and Nabisco use *The Fish!* Philosophy to build cultures that nourish the human spirit--improving teamwork, trust, service, and retention. The book *FISH!* has sold over five million copies and is translated in over thirty languages. Learn how you can transform your organisation through the story of Blue Care.

The powerful parable that has helped millions to see their lives and work in a new way -- now revised and updated to celebrate the 20 years of working with greater purpose! It's a rainy day in Seattle, and on the third floor of First Guarantee Financial, people have stopped believing they can make a difference. To new manager Mary Jane Ramirez, the challenge of bringing life back to her unenthusiastic and unmotivated team seems impossible -- until she discovers an incredibly successful workplace down the street, where the employees are so alive and passionate that people stop just to watch them work! FISH! is the remarkable story of what happens when Mary Jane seeks the help of these unlikely business "experts" and learns their secret: four simple practices that, when applied daily, help anyone to be more energized, effective, and fulfilled. Filled with inspiration and timeless wisdom that will resonate with anyone in any field or career level, FISH! is one of the most popular business parables of all time. People in organizations around the world use its practical lessons to improve customer service, build trust and teamwork, bolster leadership, and increase employee satisfaction. They also use the lessons to strengthen personal relationships, and to live with greater purpose and happiness. FISH! will help you discover the amazing power that is already inside you to make a positive difference -- wherever you are in life.

For the past 40 years Richard Koch has wanted to uncover the simple, elemental, elegant and parsimonious principles that are needed to create great new businesses. To qualify, a principle must be so overwhelmingly powerful that anyone can reliably use it towards extraordinary results. Is there any principle that can tell you how to do that consistently and with a high chance of success? Working with venture capitalist Greg Lockwood, his co-author on SUPERCONNECT, and supported by research from the elite firm of OC&C Strategy Consultants, Koch has the answer. The principle Koch and Lockwood have discovered behind extraordinarily successful businesses is simplifying. Some simplify on price - take Ryanair's budget flights which still take you from A to B, but so cheaply that nearly everyone can afford them, multiplying the size of their market - and some simplify on proposition, such as Apple's decision to cut down on the number of their product lines and focus on perfecting only a few devices. With case studies of famous companies in all different industries from finance to fast food, the authors show how anyone can analyse their business's potential to become a simplifier, and which route they should take to maximise the impact.

An unstoppable business revolution is under way--and it is Agile. Sparking dramatic improvements in quality, innovation, and speed-to-market, the Agile movement has helped companies both large and small learn to connect everyone and everything . . . all the time. With rapidly evolving consumer needs and technology that is that is being updated quicker than ever before, businesses are recognizing how vitally essential it is adapt. And adapt quickly. The Agile movement enables a team, unit, or enterprise to nimbly acclimate and upgrade products and services to meet these constantly changing needs. Filled with examples from every sector, The Age of Agile helps readers:

- Master the three laws of Agile Management (team, customer, network)
- Embrace the new mindset
- Overcome constraints
- Employ meaningful metrics
- Make the entire organization Agile
- And more!

Companies don't need to be born Agile. With the groundbreaking formulas laid out in this book, even global giants can learn to act entrepreneurially. Your company's future may depend on it!

A business parable inspired by the African philosophy of cooperative teamwork explains how to foster success and personal fulfillment by creating working environments where people look out for one another and avoid self-promoting behaviors.

There's a new FISH! in the pond! Here's a brilliant parable for everyone who wants to lead a fuller, happier life. Millions of business people have already used the bestselling FISH! books to improve the way they work. Now, the authors turn their attention to life's daily personal challenges, helping readers deal with them

simply and effectively. By applying the FISH! principles of Play, Make Their Day, Choose Your Attitude, and Be Present, FISH! for Life shows readers how to confront life's issues and to reach their full potential. With advice on such life issues as weight loss, personal finance, and relationships, the book is a road map for achieving personal happiness and well-being in all areas of life. After all, life shouldn't be work.

Viral marketing should not be a happy accident Aashish Chopra's first viral video was shot with close to no budget and sparing equipment. Yet, today, his content has over 350 million views and industry masters universally agree that Aashish has cracked the viral code. In *Fast, Cheap and Viral*, the ace marketer shares the secrets behind his success – all of them learnt and honed on his journey. This one-stop super-guide to viral video marketing gives you the low-down on: HOW TO GRAB EYEBALLS in a sea of content; HOW TO DRIVE ENGAGEMENT (because views can be bought, but engagement is earned); WHY STORYTELLING BEATS PRODUCTION VALUE and behind-the-scenes tips and tricks; HOW TO BUILD YOUR PERSONAL BRAND and kill job insecurity. For every student, entrepreneur, blogger, marketing manager or leader who dreams of reaching millions on a shoestring budget, this book is the definitive manual on sustainable viral success

Tap into the powerful techniques of professional actors and great communicators The Pin Drop Principle is a step-by-step master class for anyone wishing to become a more confident and credible communicator. Lewis and Mills believe all business professionals ought to deliver their message in such an engaging way that one could literally hear a pin drop when they speak. The secret to doing so comes from an unusual world: professional acting. By activating "objective" and "intention"—the main tools of actors (and great communicators)—business people can give their messages meaning and relevance, so the recipients walk away knowing why the message is important and what is in it for them. Empowers business professionals with performance-based delivery techniques—from storytelling to vocal dynamics—essential to becoming a great communicator Written for anyone wishing to engage listeners, establish instant credibility, influence key decision makers, and create a positive lasting impression Based on the Pinnacle Method, one of the most popular and groundbreaking communication skills training methods The Pin Drop Principle is an accessible resource for anyone who routinely needs to present ideas to large or small groups, convey feedback effectively, conduct difficult conversations, and persuade others.

A collection of case studies of how companies are applying the FISH philosophy to meet their unique goals and needs. This book features four real-life stories of the fish principle in action.

A compendium of straightforward techniques on how to accentuate the positive and redirect the negative, increasing productivity at work and at home. What do your people at work and your spouse and kids at home have in common with a

five-ton killer whale? Probably a whole lot more than you think, according to top business consultant and mega-bestselling author Ken Blanchard and his coauthors from SeaWorld. In this moving and inspirational new book, Blanchard explains that both whales and people perform better when you accentuate the positive. He shows how using the techniques of animal trainers -- specifically those responsible for the killer whales of SeaWorld -- can supercharge your effectiveness at work and at home. When gruff business manager and family man Wes Kingsley visited SeaWorld, he marveled at the ability of the trainers to get these huge killer whales, among the most feared predators in the ocean, to perform amazing acrobatic leaps and dives. Later, talking to the chief trainer, he learned their techniques of building trust, accentuating the positive, and redirecting negative behavior -- all of which make these extraordinary performances possible. Kingsley took a hard look at his own often accusatory management style and recognized how some of his shortcomings as a manager, spouse, and father actually diminish trust and damage relationships. He began to see the difference between "GOTcha" (catching people doing things wrong) and "Whale Done!" (catching people doing things right). In *Whale Done!*, Ken Blanchard shows how to make accentuating the positive and redirecting the negative the best tools to increase productivity, instead of creating situations that demoralize people. These techniques are remarkably easy to master and can be applied equally well at home, allowing readers to become better parents and more committed spouses in their happier and more successful personal lives.

The philosophy of perception investigates the nature of our sensory experiences and their relation to reality. Raising questions about the conscious character of perceptual experiences, how they enable us to acquire knowledge of the world in which we live, and what exactly it is we are aware of when we hallucinate or dream, the philosophy of perception is a growing area of interest in metaphysics, epistemology, and philosophy of mind. William Fish's *Philosophy of Perception* introduces the subject thematically, setting out the major theories of perception together with their motivations and attendant problems. While providing historical background to debates in the field, this comprehensive overview focuses on recent presentations and defenses of the different theories, and looks beyond visual perception to take into account the role of other senses. Topics covered include: the phenomenal principle perception and hallucination perception and content sense-data, adverbialism and idealism disjunctivism and relationalism intentionalism and combined theories the nature of content veridicality perception and empirical science non-visual perception. With summaries and suggested further reading at the end of each chapter, this is an ideal introduction to the philosophy of perception.

In his best-selling book, *Squirrel Inc.*, former World Bank executive and master storyteller Stephen Denning used a tale to show why storytelling is a critical skill for leaders. Now, in this hands-on guide, Denning explains how you can learn to tell the right story at the right time. Whoever you are in the organization CEO,

middle management, or someone on the front lines you can lead by using stories to effect change. Filled with myriad examples, *A Leader's Guide to Storytelling* shows how storytelling is one of the few available ways to handle the principal and most difficult challenges of leadership: sparking action, getting people to work together, and leading people into the future. The right kind of story at the right time, can make an organization "stunningly vulnerable" to a new idea. Reveals the secrets of Southwest Airlines' success and describes the unusual and unexpected inner workings of one of America's biggest success stories

Another Spencer Johnson #1 Bestseller #1 New York Times Business #1 Wall Street Journal #1 BusinessWeek From the Author of *Who Moved My Cheese?*

Dr. Spencer Johnson's stories of timeless, simple truths have changed the work and lives of millions of readers around the world. Now comes an insightful new tale of inspiration and practical guidance for these turbulent times. *Good Things Happen To Those Who Open The Present The Gift That Makes Your Work And Life Better Each Day!* For over two decades, Spencer Johnson has been inspiring and entertaining millions with his simple yet insightful stories of work and life that speak directly to the heart and soul. *The Present* is an engaging story of a young man's journey to adulthood, and his search for *The Present*, a mysterious and elusive gift he first hears about from a great old man. *This Present*, according to the old man, is "the best present a person can receive." Later, when the young boy becomes a young man, disillusioned with his work and his life, he returns to ask the old man, once again, to help him find *The Present*. The old man responds, "Only you have the power to find *The Present* for yourself." So the young man embarks on a tireless search for this magical gift that holds the secret to his personal happiness and business success. It is only after the young man has searched high and low and given up his relentless pursuit that he relaxes and discovers *The Present*—and all of the promises it offers. *The Present* will help you focus on what will make you happier and more successful in your work and in your personal life, today! Like the young man, you may find that it is the best gift you can give yourself. [www.ThePresent.com](http://www.ThePresent.com)

Talking comes naturally...but getting people to listen is an art. This guide provides you with practical, proven strategies for mastering the art of effective, persuasive communication—the skill most essential to your enjoyment of other people and the achievement of personal success.

A new, enlarged edition of the bestselling leadership guide, with extensive new material.

The phenomenal international bestseller *FISH!* told the story of a fictional company that transformed itself by applying lessons learned from Seattle's Pike Place Fish Market. The follow-up *FISH! TALES* told of real-life companies that boosted morale and improved results by implementing these same principles. Now, following the huge success of these motivational titles, comes the latest inspiring addition to the series: *FISH! STICKS*. In this new, stimulating volume, the authors teach us how to effect change in our business and make it stick

through tough and changing times such as turnover in management and staff. With the appealing, readable style which makes the FISH philosophy so accessible, FISH! STICKS shows us how to keep our work vital, alive and fresh, while maintaining those innovations that really work for your company.

His father's over expectations only ruined his self-confidence further with each failure. A ray of hope walked into his life as his wife, a charismatic personality spreading joy wherever she went. Everything is going per plan, but darkness comes knocking soon. He finds out that she does not have much time to live and takes it upon himself to fight all odds – even his family, if need be – to help her fight her medical condition. His father sees his own redemption in helping them; he knows his son will be a winner only if he will fight for her, with her. Will a defeated son prove himself to be a good husband? Will the father-son duo together be able to change the course of fate? Her Last Wish is an inspiring story of love, relationships and sacrifice, which proves once again how a good wife makes the best husband.

Imagine a workplace where everyone chooses to bring energy, passion and a positive attitude to the job every day. In this engrossing parable, a fictional manager has the responsibility of turning a chronically unenthusiastic and unhelpful department into an effective team. Seattle's Pike Place Fish is a world famous market that is wildly successful thanks to its fun, bustling, joyful atmosphere and great customer service. By applying ingeniously simple lessons learned from the Pike Place, our manager discovers how to energise and transform her workplace. Addressing today's most pressing work issues with an engaging metaphor and an appealing message, Fish! offers wisdom that is easy to grasp, instantly applicable, and profound.

Bob Garratt clarifies and integrates the roles and tasks of the company director. Now revised and fully updated.

When a person goes to the boss with a problem and the boss agrees to do something about it, the monkey is off his back and onto the boss's. How can managers avoid these leaping monkeys? Here is priceless advice from three famous experts: how managers can meet their own priorities, give back other people's monkeys, and let them solve their own problems.

THE #1 INTERNATIONAL BESTSELLER WITH OVER 28 MILLION COPIES IN PRINT! A timeless business classic, Who Moved My Cheese? uses a simple parable to reveal profound truths about dealing with change so that you can enjoy less stress and more success in your work and in your life. It would be all so easy if you had a map to the Maze. If the same old routines worked. If they'd just stop moving "The Cheese." But things keep changing... Most people are fearful of change, both personal and professional, because they don't have any control over how or when it happens to them. Since change happens either to the individual or by the individual, Dr. Spencer Johnson, the coauthor of the multimillion bestseller The One Minute Manager, uses a deceptively simple story to show that when it comes to living in a rapidly changing world, what matters most is your attitude. Exploring a simple way to take the fear and anxiety out of managing the future, Who Moved My Cheese? can help you discover

how to anticipate, acknowledge, and accept change in order to have a positive impact on your job, your relationships, and every aspect of your life.

We all sell something for a living--whether it's a brand, a vision, an education, a direction, or a service. We might even be selling a set of numbers to a board meeting, learning to a student, or cereal to an infant. This eye-opening parable is about harnessing natural energy--yours and that of those around you--in order to take your sales, and your satisfaction to the next level of success. In *Top Performer*, you'll meet Jim, a disciplined but uninspired sales manager. In London on vacation--his first in years--he meets a gentleman named Top Hat. In an engrossing conversation, Top Hat tells him about a legendary Dublin busker/street performer called the Rat Catcher, who engages his audience and effortlessly charms them into parting easily with their change. Top Hat then gives Jim an envelope to bring to the Rat Catcher as a form of introduction. Jim is incredulous, and even a bit suspicious. But after a trip back home, he's willing to do anything to break out of his rut of good-to-average sales and dogged but unfulfilling perseverance. Jim travels to Dublin, where the Rat Catcher tells--and shows--him some surprising secrets of his work ethic and his selling style. Jim ultimately realizes that he needs to Claim the Pitch, Mine the Mess, Choose the Close, and, most importantly, Juice the Jam. When Jim returns home, he's re-energized, having learned how to Build a Circle and Pass the Hat where it really counts--in his life, his relationships, and his workplace. Full of action-packed and sometimes hilarious descriptions of the real life adventures of street performer, this engaging metaphor will appeal to anyone in any position--and in any field, from banking to baking to busking. In the tradition of the bestselling *Fish!* series this is a deceptively simple story that contains profound advice--advice that will help make readers into *Top Performer* themselves.

The 'o-FISH!-al' follow-up to the phenomenal bestselling *Fish!* and *Fish! Tales*, *Fish! Sticks* is a stand-alone business parable that shows you how to come up with a vision for your business and how to keep it alive, vital, and renewed through tough times, such as turnover in management and staff or a troubled economy. Using the example of a hugely successful, fictional sushi restaurant as a model for a vision of continual renewal, *Fish! Sticks* employs the same kind of easy-to-read story that was used in *Fish!* to illustrate its three major principals of continued success: Commit, Be It, and Coach It. When Stephanie, a new manager, takes over from a wildly popular and now promoted boss, she is faced with the problem of how to keep spirits up in a corporate unit that has, frankly, started to get bored and cranky and revert to its old ways. But then she visits the amazing Taka Sushi (formerly Taka Teriyaki), with its lines of customers cheerfully waiting for hours to get in. Soon, she realizes that the way to keep her employees motivated and her customers delighted can be learned from a bunch of waiters who teach one another everything they need to know. And when she finds out just how the owner of Taka knew to switch her main bill of fare from teriyaki to sushi long before anyone else, what she really discovers is the secret of keeping your work fresh.

It's two minutes to 8:00. Time to put on your tights and cape. As an educator, every time that bell rings, you face dozens of challenges. Students with overwhelming personal and academic needs. Creativity-stifling mandates. Administrivia. Cynicism. Apathy. The things that keep you from being the educator you want to be. The *FISH!*

Philosophy--four simple principles: Be There, Play, Make Their Day, and Choose Your Attitude--has helped educators around the world build more effective, fulfilling relationships that lead to better learning. It is also backed by tons (OK, about a hundred pounds) of research on classroom management. Schools of FISH! is full of inspiring and instructive stories about people just like you--with hopes and challenges just like yours. It's about real-life heroes who give the best in themselves to help their students find the best in themselves. Schools of FISH! offers practical ideas on classroom management. It addresses the issues you deal with every day--improving learning, respect and personal accountability, self-discipline and internal motivation, and finding ways to make learning more fun. Because you're not just teaching students to learn . . . you're inspiring them to want to learn.

Fish! told the story of a fictional company which transformed itself by applying lessons learned from Seattles famous Pike Place Fish market. Now, with Fish! Tales, readers can learn how real-life businesses and individuals energized their workplaces--and their lives--by implementing the lessons from Fish! Best of all, the book stands on its own for newcomers to the Fish! philosophy. Fish! Tales focuses on diverse companies, such as a bustling Sprint regional customer service center, a quiet neuro-surgical unit at a major hospital, and a brilliant car dealership. It features dozens of short takes quick and easy ways to apply the Fish! philosophy right now. And it includes a detailed program with specific steps and action plans.

It's time to let the CATS out of the bag . . . Curiosity might have killed the proverbial cat, but without it very real achievements would never occur. With this book as your guide, you'll learn how to spark your innate curiosity, pounce on problems in ways you never imagined, and enjoy greater success and satisfaction at work—and in your personal life. Playful, profound, and positively upbeat, CATS provides what you need to tap into your power of innovation—and then unleash it in every member of your organization. While most business thinkers view this challenge from the top down, Stephen Lundin sees the subject from a CAT's-eye view, explaining how to get every employee--no matter what level--to think and act in innovative ways. Inside, he examines the four challenges to innovation and offers practical measures aimed at conquering them. You'll learn how to: Be brave ('fraidy cats never innovate) Stop being "normal" (make your own rules!) Embrace failure (it's the only way to learn) Foster creativity (don't be a control freak) Lundin then describes the Nine Lives of Innovation, each of which is a step toward realizing your inner CAT and becoming a fully contributing member of an innovative organization. Prowling inside every employee is a questioner, a creator, an innovator--claws out and ready to pounce. Become a CAT and you may find yourself springing on ideas in a way that surprises you—and everyone around you.

The phenomenal bestseller FISH! has sold more than one million copies worldwide and has appeared on numerous bestseller lists. Now, with the FISH! Omnibus, readers can enjoy the wisdom of FISH! and its sequels FISH! TALES and FISH! STICKS in one book. FISH! is a powerful parable that will help you love the work you do - even if you can't always do work that you love. In this engaging metaphor, a fictional manager transforms a chronically unenthusiastic department into an effective team by applying ingeniously simple lessons learnt from Pike Place Fish, a wildly successful local fishmonger. The parable addresses today's most pressing work issues and offers easy to grasp, profound wisdom - the hallmark of a business classic. With FISH! TALES,



readers can learn how people from four real-life businesses boosted morale and improved results by implementing the FISH! principles. Here are specific and tested techniques that can be put to use immediately in any kind of business or organisation - even at home. FISH! TALES features dozens of success stories, and it details a twelve-week programme with specific steps and action plans to help you find greater fulfilment - while inspiring those around you to do the same. In FISH! STICKS, the authors teach you how to create your own vision for your business - and to keep it alive and renewed through the tough and changing times, such as turnover in management and staff. FISH! STICKS will show you sustainable ways to establish an invigorating management style that really works.

Imagine a workplace where everyone chooses to bring energy, passion, and a positive attitude to the job every day. Imagine an environment in which people are truly connected to their work, to their colleagues, and to their customers. In this engrossing parable, a fictional manager is charged with the responsibility of turning a chronically unenthusiastic and unhelpful department into an effective team. Across the street from her office is Seattle's very real Pike Place Fish Market, world famous and wildly successful thanks to its fun, bustling, joyful atmosphere and customer service. By applying ingeniously simple lessons learned from the actual Pike Place fishmongers, our manager learns how to energize those who report to her and effect an astonishing transformation in her workplace. Addressing today's work issues (including employee retention and burnout) with an engaging metaphor and an appealing message that applies to any sector of any organization, Fish! offers wisdom that is easy to grasp, instantly applicable, and profound - the hallmarks of a true business classic. Based on a bestselling ChartHouse training video which has been adopted by corporations including Southwest Airlines, Sprint, and Nordstrom.

"You can energize your people and delight your customers by modeling the fabulous ideas that come from the World Famous Pike Place Fish Market." -- Ken Blanchard, co-author of *The One Minute Manager* In this revealing business advice book, the magic of the World Famous Pike Place Fish Market proves a dynamic example of what a group of people can create when they are aligned and living a powerful vision. Here for the first time, owner John Yokoyama explains in his own words just how he transformed his business into a workplace that is renowned worldwide. When Fish Fly offers Yokoyama's cohesive strategy for achieving world famous results for owners, managers, and front-line workers alike. Once you understand the generative principles behind the World Famous Pike Place Fish Market you, too, can develop a culture that leads to excellent employee morale and legendary customer service.

**Fish! A Remarkable Way to Boost Morale and Improve Results** Zondervan  
A guide to improving the atmosphere at work, given in the format of a novel: a fictional manager learns how to improve her co-workers' morale and production by following the lead of the remarkably energetic Pike Place Fish market in Seattle.

Over 5 Million Copies Sold! Imagine a workplace where everyone chooses to bring energy, passion, and a positive attitude to the job every day. A powerful parable that will help you see your life and work in a new way. It's a rainy day in

Seattle, and on the third floor of First Guarantee Financial, people have stopped believing they can make a difference. To new manager Mary Jane Ramirez, the challenge of bringing life back to her unenthusiastic and unmotivated team seems impossible, until she discovers an incredibly successful workplace down the street where the employees are so alive and passionate that people stop just to watch them work! FISH! is the remarkable story of what happens when Mary Jane seeks the help of these unlikely business "experts" and learns their secret: four simple practices that, when applied daily, help anyone to be more energized, effective, and fulfilled. Filled with inspiration and timeless wisdom that will resonate with anyone in any field or career level, it's easy to see why FISH! is one of the most popular business parables of all time. People in organizations around the world use its practical lessons to improve customer service, build trust and teamwork, bolster leadership, and increase employee satisfaction. They also use the lessons to strengthen personal relationships, fulfill lifelong dreams, and realize their ambitions. FISH! will help you discover the amazing power that is already inside you to make a positive difference-wherever you are in life. Based on a bestselling ChartHouse training video which has been adopted by corporations including Southwest Airlines, Sprint, and Nordstrom.

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