Success Through Teamwork!

Prepared for
WIC 2016 Coordinator Training
By
Dolan and Associates, LLC
Workshop Objectives

- Discuss FISH! philosophy
- Create methodologies to implement the FISH! Philosophy to enhance teamwork
- Identify characteristics of successful teams
FISH! Philosophy
Purposes of FISH!

- Discover keys to high energy, high morale
- Antidote to the stress we all face in today’s high pressure world
- Enhance accountability
- Create a playful atmosphere necessary for creativity to flourish
- Models advanced form of customer service
- Shows how we can live with integrity - the foundation of trust and teamwork
Questions

- What is the source of the energy we feel in the fish market?
- This is a highly successful market. To what do you attribute that success?
- What do you see in the fish market that you wish you had at your place of work? Why?
FISH! Philosophy

- Play
- Make their day
- Be there
- Choose your attitude
Play

- It’s about having fun, enjoying yourself, being spontaneous and creative
- Life is too short to spend it frowning and FISH! brings a smile to your face
Make Their Day

- It’s about doing something special for your customers and co-workers
- When you make someone’s day you have given them a special gift they won’t soon forget
- It feels good to give this special gift
Be There

- It’s about being totally focused on the moment and the person or task with which you are engaged.

- When we are fully present with our customers and with each other, we are listening deeply and important opportunities do not escape us.
Choose your Attitude

- It’s about accepting full responsibility for all of our choices, even our attitude at work
- A positive attitude is a decision we make, moment to moment
Exercise

- Form four groups
- Discuss one of the four key points
- Identify an example of the point in your work
- Suggest a way to further enhance teamwork by applying this point
Fish might help you solve problems related to:

- Recruitment and retention
- Energy and morale
- Change and stress
- Attitude and accountability
- Creativity and innovation
- Teamwork
- Integrity and trust
- Customer service
What do you think makes teams successful?
Teams must consider these factors if they are going to be successful.

Characteristics of Successful Teams

Dolan and Associates, LLC, Copyright 2016
The superior team has members who understand individual and collective responsibilities, and then carry them out.
The team must have the time, material, expertise, and information necessary to complete their task.
The superior team must create and support interactions which provide for effective work.
The team must know what it is supposed to accomplish and actively support those ends.
The team must establish appropriate methods of:

- communication
- decision making
- record keeping
An effective team must address the concerns of those who have a stake in their work. The team must also continue to inform others in organization.
What Experiences Have You Had With Teamwork in Your Environment?
Let’s Practice Teamwork

- Form teams of 20 people
- Each team receives balloons of a specific color
- Team members blow up the balloons
- Select a person to tend the “goal”
- When instructed, toss the balloons in the air and move them to the designated location/goal and place them in the bag provided
Let’s Practice Teamwork (cont.)

- You may only use your hands to move the balloons by tossing them in the air, but may not carry them.
- If you drop a balloon or it pops, you must return to the starting point and start again/select another balloon and continue.
- You will have 15 minutes to score as many “goals” as you can.
- The team with the most “goals” will receive a prize.
Practicing Teamwork Learnings

- What worked?
- What did not work?
- What components of teamwork were evident?
- Which of the FISH! Philosophy components were “at play?”
- What did you learn about teamwork that you can apply at work?
Conclusion
Review Objectives

- Discuss FISH! philosophy
- Create methodologies to implement the FISH! Philosophy to enhance teamwork
- Identify characteristics of successful teams
Action Plan

- What did I learn?
- What am I going to do with it?
- What are my resources?
- How am I going to use these resources?
Catch the Energy & Enhance Teamwork