

Preview Only. Not to be used for training.
Property of ChartHouse Learning.



It Starts With Me

PARTICIPANT WORKBOOK

Preview Only. Not to be used for training.
Property of ChartHouse Learning.



*The FISH! For Leaders Series is dedicated to John Gardner,
whose belief in human possibilities
inspired several generations to believe in themselves.*

Produced and distributed by



221 River Ridge Circle
Burnsville, MN 55337

FISHPHILOSOPHY.COM
800.328.3789

Copyright© MMVII - MMX ChartHouse International Learning Corporation. All rights reserved.

This book is the proprietary work of ChartHouse International Learning Corporation and is protected by international copyright laws. Any unauthorized use of this copyrighted material, terms and or/graphics, including commercial uses such as performances of ChartHouse works at trainings, facilitations, seminars or workshops; reproductions; storage in a retrievable system; or transmitted in any form or by any means—electronic, photo, mechanical, photocopying, recording or any other—except for the inclusion of brief quotations in printed reviews, is prohibited without ChartHouse International Learning Corporation's prior signed, written agreement.

FISH!; The FISH! Philosophy; JOY DESIGN; BLAX DESIGN; Be There, Play, Make Their Day, Choose Your Attitude; Who Are You Being While You're Doing What You're Doing are trademarks and/or registered trademarks of ChartHouse International Learning Corporation in the U.S. and other jurisdictions. For further information, contact ChartHouse International Learning Corporation, 221 River Ridge Circle, Burnsville, MN 55337; 800.328.3789



What is FISH! For Leaders?

Early in his career, Carl Rogers, the noted psychologist, thought his job was to fix people. He asked himself, “How can I cure or change this person?”

Despite his extensive training, it didn’t work. At times his tactics seemed to produce a change in people, but it was temporary at best.

So Rogers tried a different approach. Instead of trying to mold his patients into who he wanted *them* to be, he focused on how *he* “showed up” for them. The more people saw that he cared about and believed in them, they discovered within themselves the capacity to change, mature and develop.

Rogers’ experience speaks to the heart of leadership. Effective leaders don’t try to fix or control others. Instead, they ask themselves: “How can I develop relationships with the people I lead that help them grow in confidence, commitment, skill and purpose?”

We created The FISH! For Leaders Series—of which this program is a part—to help you develop more supportive relationships through The FISH! Philosophy. These relationships are the foundation that make you more effective in every other aspect of your leadership.

The FISH! Philosophy: Fundamentals For Leaders

The roots of The FISH! Philosophy go back to the day John Christensen first visited the Pike Place Fish Market in Seattle. Selling fish was cold and exhausting, yet the fishmongers brought so much energy, commitment, service, teamwork and fun to the job that people came from around the world just to watch them sell fish—a lot of fish.

John had always been fascinated by people who brought passion to their work, and saw the fish market as a metaphor to illustrate his belief that every workplace can be more alive and engaged. He made a film about the market to show everyone how to be more engaged in their work—and their lives. The film, FISH!, explores four simple practices that anyone, from frontline to CEO, can immediately apply:

Be There: Be physically and emotionally present for people, especially when they need you. It’s a powerful message of respect that strengthens relationships.



What is FISH! For Leaders?

Play: Play is a state of mind that you can apply to any task. It's the spirit that fuels creativity, as in "Let's Play with that idea!" You do your best work when you are having fun doing it.

Make Their Day: Find ways to make people feel special, letting them know how much you value and appreciate them. Celebrate others.

Choose Your Attitude: No matter what life throws in your path, you alone are responsible for how you respond to it.

We call these four practices The FISH! Philosophy. Just as a tree needs healthy roots to bear good fruit, these practices nourish the roots of trust, communication, commitment and accountability. Organizations around the world are using The FISH! Philosophy to improve business results and create a higher quality of life at work. We have learned that organizations are most likely to succeed when leaders don't simply expect their employees to live FISH!, but embrace these fundamental practices in their own lives first.

Using Your Workbook

Your individual workbook includes:

- A short essay to expand your understanding of the topic.
- Space to record your answers and insights during the group activities. Your leader/facilitator will direct you through these activities.
- An action plan in which you decide how you will apply what you've learned. If you're not sure what to try or want more ideas, we've provided several tips following the action plan.
- Space for general notes and insights.

Even after your FISH! For Leaders session is over, you may benefit from referring back to your workbook from time to time and reflecting on what you have learned. What is working? What isn't? What impact have your actions had on others? What impact have they had on you?

It Starts With Me



Your most important leadership tool is not power, achievement, experience or charisma. It's your *example*.

You set the tone for the people you lead. They look to you to model the behaviors that build a healthy, effective organization.

And because they look to you, your first task is to look within. "To change an organization, you've got to start to change yourself," says Rob Gregory, owner of Rochester Ford Toyota. "As I work on myself I find I have a bigger impact on people than when I was trying to work on them."

Whatever you want to achieve, you must first "be" the change you seek in others.

"Everyone thinks of changing the world, but no one thinks of changing himself."

—LEO TOLSTOY



Activity 1: Boss Watching

If my employees wrote an article about me in Boss Watching magazine, what would the headline and story be?

BOSS
Watching
weekly

Vol. 6 Issue A3

1. Headline and story they would write now

2. Headline and story I would like them to write



Activity 1: Boss Watching *(continued)*

ACTION PLAN

How do I want my team to perceive me? What steps will I take in the next week to be that person?

What I Will Do

When I Will Do It

a.

b.

TIPS

- Each morning write the headline you'd like your employees to write about you at the end of that day. For example: *Jane's Enthusiasm, Commitment to Customers Rubs Off on Team* or *Bob Handles Tough Day with Patience, Builds Consensus*. Put the headline on your desk or door and think about it during the day to focus on how you want to show up for your team.
- Each morning write the attitude with which you want to infect your employees. Write it on your calendar. Describe the "symptoms" you want to see in yourself.



Activity 2: You Have to Be It

What three words or phrases describe who you want to be as a leader?

1.

2.

3.

NOTES



Activity 2: You Have to Be It *(continued)*

ACTION PLAN

Think about the three “being” words/phrases you selected. What are some things you can do immediately to put your intentions into action?

What I Will Do

When I Will Do It

a.

b.

TIPS

- Think of the part of your job you like the least. Focus on your three “being” words. How do you approach this part of your job differently? What are the results?
- Think of a person with whom you are having a problem or disagreement. Let go of all your previous thoughts and opinions about this person (Hey, we didn’t say it would be easy!) and just think about who you want to be (use your three words) when you are with the person.

Preview Only. Not to be used for training.
Property of ChartHouse Learning.

It Starts With Me



NOTES



NOTES

Preview Only. Not to be used for training.
Property of ChartHouse Learning.



Our Cause

To inspire fully engaged living.

Our Promise

Through the sharing of The FISH! Philosophy,
we INSPIRE people to take action toward fully engaged living,
IGNITE their creative spirit and
ENCOURAGE them to live into their full potential.



800.328.3789 • FISHPHILOSOPHY.COM