<table>
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<tr>
<th>Course Title</th>
<th>Course Objectives</th>
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| 1) Fish Philosophy            | • Empower individuals to utilize creativity to create the work environment they wish to work in.  
                                  • To create opportunities in the workplace to Have Fun, Relax & Renew Energy.  
                                  • Use new & creative approaches to increase level of customer service & customer satisfaction.  
                                  • Increase level of accountability demonstrated by employees to enhance work / life experiences for themselves & others. (Own responsibility for their job satisfaction) |
| 2) Taking Control of Your Time| • Understand Stephen Covey’s Habit 3: Putting First Things First and How Habit 3 Impacts Your Life Management  
                                  • Ability to Effectively Plan & Prioritize Your Time & Life  
                                  • Accurately Identify Your Controllable Time  
                                  • Effectively Deal with Interruptions & Procrastination |
| 3) Effective Communication    | • Able to define Effective Communication  
                                  • Identify individual communication styles  
                                  • Demonstrate effective communication habits on a consistent basis  
                                  • Able to reduce communication barriers  
                                  • Utilize effective questioning & listening techniques |
| 4) Being an Effective Team Player | • Develop Skills that will enable an individual to be a Key Contributor on their work team  
• Understand the elements of Team Dynamics that underlie team success & achievement  
• Utilize techniques that will help you successfully leverage skill & team dynamics to ensure a more effective team environment |
|---|---|
| 5) Conflict Resolution | • Have a solid understanding of the different ways in which people react in conflict situations.  
• Able to identify strategies & supporting techniques to diffuse potential conflict situations.  
• Able to plan how to properly use the appropriate strategy in a conflict situation. |
| 6) Reflection & Book Review | • Able to identify key business strategies communicated via book selection  
• Identify ways to incorporate new strategies and/or techniques presented in reading into work environment  
• Share insight on what went well in the track  
• Share recommendations on how program(s) can be improved for future participants |