

“The FISH! Philosophy for Higher Education”

ICCHE Northern Region Spring Symposium

April 17th, 2015

Presented by: Tim Panfil - Elmhurst College, School for Professional Studies

FISH! Workshop group activity: ***“How can we apply the elements of the FISH! Philosophy to our work?”***

PLAY

- Be silly (it’s OK)
- Play games (for review, give prizes)
- Stay upbeat (find the humor)
- Celebrate (everything!)
- Include everyone (sense of community)

BE THERE

- Don’t heck phones/emails
- Ask Open-ended questions
- Be prepared if you are expecting the student – review your notes
- Follow up
- Resolve issues and leave a clear path
- Actively engage the student
- Remember something personal about the student

MAKE THEIR DAY

- Everyone is a customer! Be in the moment. Focus on them! Listen!
- Use humor and have fun
- Don’t make it about you; make it about them! Validate them. Make them feel special. Say thank you.

CHOOSE YOUR ATTITUDE

- Laundry Moment
- Communicating isn’t whining
- “The Secret” – choose to be happy
- Strategic retreat vs. “quitting”
- Get rid of the old tape – visualizing a landfill
- Adopt attitude of success
- Signs “choose your attitude” colorful, fun images