



THOUGHTS TO REMEMBER: BE THERE

- “Constantly be aware of what the customers are saying.”
- “When you’re present with people you look right at them.”
- “You’ve got to really pay attention to those times you’re not present here because you go to sleep.”



SAMPLE

CONVERSATION

- Susan says when you’re being there, “it’s like being with your best friend.” Who is best at being there for you? What makes them good at it? How does it make you feel?



- What gets in the way of being there at work? At home?

SAMPLE

- J.P. admits, “I spent a lot of years rolling my eyes when people asked me questions.” Has anyone ever rolled their eyes at you—literally or figuratively? How did it make you feel? When do you find yourself rolling your eyes at others?



- Share a story of when someone was there for you when you needed him or her. How did it impact your life?

SAMPLE

- Mickie, one of the fishmongers, says when you get distracted, you have to “bring yourself back to being present.” What are some things *you* do to bring yourself back to the present?



FISH! ESSENTIAL CONVERSATIONS

CONVERSATION 1: **BE THERE**

- What's the difference between just being pleasant and being *fully* present?

SAMPLE



THOUGHTS TO REMEMBER: PASSION & ENGAGEMENT

- “If you took away the fish...it wouldn’t matter. It’s the energy we give off.”
- “It’s something you have to find in yourself, taking pride in what you do.”
- “When you’re enthused your brain just starts to work.”



CONVERSATION

- One of the fishmongers, Dickie, says it’s the “energy we give off that creates Pike Place Fish Market.” When are you most energetic? When is your team most energetic?



- Brian says the people who, much like a high jumper, “throw their heart over the bar” are happiest and have the most fun in his workplace. When have you “thrown your heart over the bar”? Why did you do it?

SAMPLE



- Rob says his team has started to see that they aren't just fixing cars; they are "helping people go on vacation, helping them spend time with their families, giving them peace of mind." In other words, they see the real impact of their work. What is the *real* impact of your work?

SAMPLE



- Justin says his passion is “just inside of me.” It comes from being “treated like a human being.” What does being treated like a human being look like? What does it feel like?

SAMPLE