

'Fish' guru brings advice for bosses

Expert teaches managers to inject fun into their workplace.

By Andre Hueber

MORALE-BOOSTING author Stephen Lundin says footage of rescue workers involved with the Christchurch earthquake shows his famous "fish" philosophy in action.

"In tragedy you're pushed to the limits but if you decide you're going to stay alive, you'll do the best you can," he said.

"People are working for one another, lifting spirits, choosing to rebuild and live."

Speaker, writer and filmmaker Lundin is in New Zealand next week to spread the fish philosophy. He is a co-author of the best-selling *Fish!*, based on the film that was inspired by a visit to a Seattle fish market.

Lundin's co-author, John Christensen, observed how animated and happy the employees at the Pike Place Fish Market were in their work. They filled orders by flinging fish to each other and would invite customers to join in.

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"The fishmongers had an energy and positivity that was so engaging it caused them to become a world-famous attraction," Lundin said.

Thus the Fish workplace-management system, based on satisfied employees, was born.

The philosophy focuses on having a good time.

Sometimes organisations can feel inhuman and people don't want to be there, Lundin says. "Most business people are strategically minded, dry in their outlook and miss the heart altogether."

He described a visit to a "dismal" call centre, which was losing ground and couldn't find employees. Managers had created rules which made the workplace feel so strict that people had no freedom.

"There was a script telling you what to read when answering phone calls and everything



INSPIRED: Stephen Lundin.

else was on the 'don't do' list."

The effect was employees backed off and became bored.

But people wearing rollerskates and the installation of a disco ball and TVs around the room helped change the environment.

"Freedom is the most motivating thing you can provide in the workplace."

There has been criticism of the fish philosophy, with an



SURVIVAL: Working for one another after the quake is the "fish" philosophy in action, says Lundin. APN



employee of the Seattle Pike Place Fish Market claiming on YouTube that workers "put on a show" for three days and it wasn't possible to work year round in such a way.

Lundin is hosted by business coaching events company The Knowledge Gym.

He is speaking in Auckland and Wellington. A Christchurch seminar was cancelled.

Win a seminar double pass

The Herald on Sunday is giving away a double pass to each of the two Stephen C. Lundin events, being held on March 9, at the InterContinental Hotel in Wellington and March 10, at Auckland's Rendezvous Hotel.

To enter the draw email workout@theknowledgegym.com by 5pm on Tuesday indicating which seminar

you would like to attend.

Winners will be published next week.

Readers are also being offered a special price of \$297 plus GST for tickets to the half-day events, a saving of \$100.

Register at www.theknowledgegym.com and use the special pricing code of "Herald" or text kgym to 244 for more information.

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Assets in the attic

- With Andrew Grigg and Fenella Tonkin

From the trenches

Trench art is commonly defined as any decorative item made by soldiers, prisoners of war or civilians, where the manufacture is directly linked to armed conflict or its consequences. Common articles used are shell and bullet casings, wood and bone. The practice flourished and possibly originated during WWI and continued through to WWII. The most sought-after trench art is that made by prisoners of war during the Napoleonic wars using animal bones. This attractive vase made from a shell case has an auction estimate of \$150.



Down to earth

Victorian majolica was originated by Mintons, who exhibited the earthenware at the Great Exhibition of 1851. Wedgwood began to manufacture majolica about ten years after. Many late 19th century majolica designs had rustic motifs with backgrounds of basketry and wood-bound buckets decorated with moulded flowers, birds, fish and animals. Handles were made like rustic tree branches, rose stems and twined flowers and leaves. This fantastical jardinière has an auction estimate of only \$100.



Majestic opera

This bright and vibrant poster advertises a 1909 production of a comic opera to be held at His Majesty's Theatre. The Theatre opened in 1902 and was demolished amid great protest on Christmas Eve 1987. During its lifetime, the theatre hosted The Beatles, Sir John Gielgud, Spike Milligan, Muddy Waters and many other major performers. The poster has an auction estimate of \$200.



Hot dog

A firedog or andiron is a metal device intended to hold logs above the hearth, improving air circulation for faster burning, or to hold skewers above the fire for cooking. Firedog also refers to an artefact from Bronze Age Europe typically made of clay and used as log holders for a fire altar. This attractive set in the Charles II manner has an auction estimate of \$450.

