

FISH! STICKS 抓鱼



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Effecting change in an organization is a piece of cake compared to the real challenge of getting it to stick. Now, the authors of FISH? and FISH! TALES, the two-million-plus-copy international bestselling book and video phenomena, have returned with an all-new stand-alone business parable that shows how anyone can do exactly that. Here is a remarkable way to keep your work vital, alive, and fresh as you navigate staff turnover, tough times, and general run-of-the-mill cynicism and burnout.

When Rhonda, a new manager, takes over from a popular and now promoted boss, she is faced with the problem of how to keep spirits and performance up in a newly energized unit that has, frankly, started to get bored and cranky and return to its old ways. But then she visits the amazing Takara Too, a fictional sushi restaurant that always has a huge line of customers cheerfully waiting for hours to get in. Soon, she realizes that the way to keep her staff motivated and at the top of their game can be learned from a brilliant sushi chef and a bunch of waiters who continually teach one another everything they need to know about providing great customer service, integrating new employees, and maintaining an atmosphere of constant innovation and powerful performance.

作者介绍:

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