

A remarkable way to boost morale and improve results

[Business](#)



The decision to partner with a fishmonger results from a chanced visit to a fish market where she interacts with the head fishmonger who offers her valuable lessons to change her department. In the end, Mary Jane learns the lessons of choosing one's attitude, making someone's day, being present and play. After Mary Jane obtains her lessons, she translates them and customizes them to suit her organizational setting (Lundin, Paul, Christensen, 8).

First, Mary Jane is attracted to play when she recognizes that the fishmongers perfect their skills of throwing fishes in the air and use the most amusing way to attempt and catch them thereby attracting customers and passersby. After attracting customers, each fishmonger then engages in a personalized conversation with the customer (Lundin, Paul, Christensen, 23). Most organizations do not believe in engaging in fun and lively transactions with customers. However, the fishmongers did use play to create lively and fun-filled transactions thereby elevating their sales and productivity.

Although organizations have to be formal, a little fun and liveliness make work become a reward and not just a boring routine. Additionally, lively and fun-filled work gets employees to love what they do and achieve their happiness limits, fulfillment and meaning each day (Lundin, Paul, Christensen, 16).

Secondly, Mary Jane discovers that the attitude of employees is critical given that much time of an adult's life is spent on work-related activities (Lundin, Paul, Christensen, 48). With the right attitude, employees become energized and motivated not just to work but also contemplate work and how to improve it. Attitude creates or destroys the loved one has for their work.

Lundin, Paul, Christensen reveals that when employees have the right attitude they love what they do and settle for nothing less since they have a deep source of energy, creativity, and passion within them (10).

The third lesson of making a person's day implies both to the managers and employees within any organization. For the improvement of transactions, employees and managers have to make sure that they go out of their way to make every interaction with the customers and with each other count and remain as a memorable experience that will create a positive atmosphere (Lundin, Paul, Christensen, 24). Managers must also ensure that work gets done on time and with a high touch of quality. Although customers have to be served within a positive atmosphere, the managers have to ensure that quality and time are observed to ensure that as many customers are served within the working hours (Lundin, Paul, Christensen, 37).