

A globe of Earth is positioned on the left side of the slide, showing continents and oceans. The background is a deep blue with a fine, pebbled texture, resembling water or a stone surface. The lighting creates a soft glow around the globe.

Communicating With Difficult Defendants

LET'S GO FISHING!

LEAH M. HUFF
Court Administrator
City of Southlake

Content

DEFINE

EXAMINE

DEVELOP

CREATE

CUSTOMER SERVICE:

- Great
- Lukewarm
- Bad

PRINCIPLES:

- Choose Your Attitude
- Play
- Be There
- Make Their Day

IDEAS:

- Who?
- What?
- When?
- Why? ...

SHOULD I FISH!

FISH NIBBLET:

- Recruitment & Retention
- Quality Customer Service
- Action With Accountability
- Creativity & Innovation

Survey

FISH! Survey

Scale

Statements

Myself

I enjoy working here.

I feel I can be playful, lighthearted and creative in my work.

I have ownership over my work and how I experience work.

I am aware and in charge of the attitudes I hold.

I feel that I am responsible for how I experience work.

I make a positive difference in the quality and experience of others.

I have a sense of purpose about my work and feel it matters.

Relationships

I am able to accept and listen to others as they are.

I care about the people I work with.

I enjoy working with my coworkers.

I look for ways to MAKE THEIR DAY at work.

I try to serve others and MAKE THEIR DAY.

I feel comfortable acknowledging others for their contributions.

I feel comfortable accepting acknowledgement from others.

I ask for and accept feedback from others.

Teams

We have clear communication as a team.

We resolve issues easily and use them to grow as a team.

We can BE THERE for each other and support each other as a team.

We generally choose a positive attitude toward each other and our work.

We work well together as a team to accomplish our goals.

I have a voice within the team and my contribution is valued.

I appreciate each team member and I look for ways to MAKE THEIR DAY.

Team members often make my day.

...and the
SURVEY
says....

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Do not agree 1 2 3 4 5 Strongly agree

Camille, Court Clerk I, won Gold in Bowling at the City's Wii Olympics!



Boxing and the Silver Medal belonged to Marlyn, Court Clerk I!

Don't you LOVE our Fall decorations?



10/14/2008



EARLY VOTING FOR
NOVEMBER 9 - GENERAL ELECTION

DAY	START TIME	END TIME
MONDAY, OCT 20	8:00 A.M.	5:00 P.M.
TUESDAY, OCT 21	8:00 A.M.	5:00 P.M.
WEDNESDAY, OCT 22	8:00 A.M.	5:00 P.M.
THURSDAY, OCT 23	8:00 A.M.	5:00 P.M.
FRIDAY, OCT 24	8:00 A.M.	5:00 P.M.
SATURDAY, OCT 25	7:00 A.M.	7:00 P.M.
SUNDAY, OCT 26	11:00 A.M.	6:00 P.M.
MONDAY, OCT 27	7:00 A.M.	7:00 P.M.
TUESDAY, OCT 28	7:00 A.M.	7:00 P.M.
WEDNESDAY, OCT 29	7:00 A.M.	7:00 P.M.
THURSDAY, OCT 30	7:00 A.M.	7:00 P.M.
FRIDAY, OCT 31	7:00 A.M.	7:00 P.M.

VOTING WILL TAKE PLACE AT THIS FACILITY ON ELECTION DAY - NOV 9

10/14/2008

Meet the FISH! mascot...Phinaeus!

The SuperVisors are ready for the challenge!



10/22/2008



10/22/2008

The Super Clerks toss a real fish!

Ester has Army camo gear...no fair!



10/22/2008



10/22/2008

Can I catch this 16 pound fish?

Mandy makes the catch with fancy yellow gloves...



10/22/2008



Is Sean, Deputy Finance Director, going to toss guts on the Judge?

The look on Veronica's face is priceless!



10/22/2008



Sharen, Finance Director, explains the “SuperVisors won”!

Marlyn, is my PLAY Party Planner Extraordinaire!





Ester can be both Dracula AND Deputy Court Clerk!

Did you know that laughter keeps you healthy? Halloween Party 2008



10/30/2008



CAUTION

10/30/2008

Municipal Court Staff dressed up 😊 How much fun!

It's a birthday party!
We have one for each staff member every year ☺





**Ester passed her Level II Assessment Test!
The girls decorate to celebrate...**

Define Customer Service

GREAT

LUKEWARM

BAD

- Positive
- Educated
- Helpful
- Open to ?s

- “Alive”
- Unaware
- Hopeless
- Passive
- When ?ed

- Grouchy
- Ignorant
- Defensive
- Intolerant of ?s

A pond with several colorful koi fish swimming in green water. The text "Let's Role Play" is overlaid in the center in a white, bold, sans-serif font with a drop shadow. The text is flanked by two decorative white symbols that resemble stylized fish or floral motifs. The background shows various koi fish in shades of orange, white, black, and red, swimming in a pond with green water and ripples.

Let's Role Play

Role Play / Scenario 1

- **Player A is a friendly defendant who has come to the court window. The defendant cannot find their proof of insurance for an FMFR citation and they begin to get agitated.**
- **Player B is the court clerk.**



Role Play / Scenario 1

- **First Round**

The clerk is agitated and irritated...

- **Second Round**

The clerk is disinterested in the conversation with the defendant...

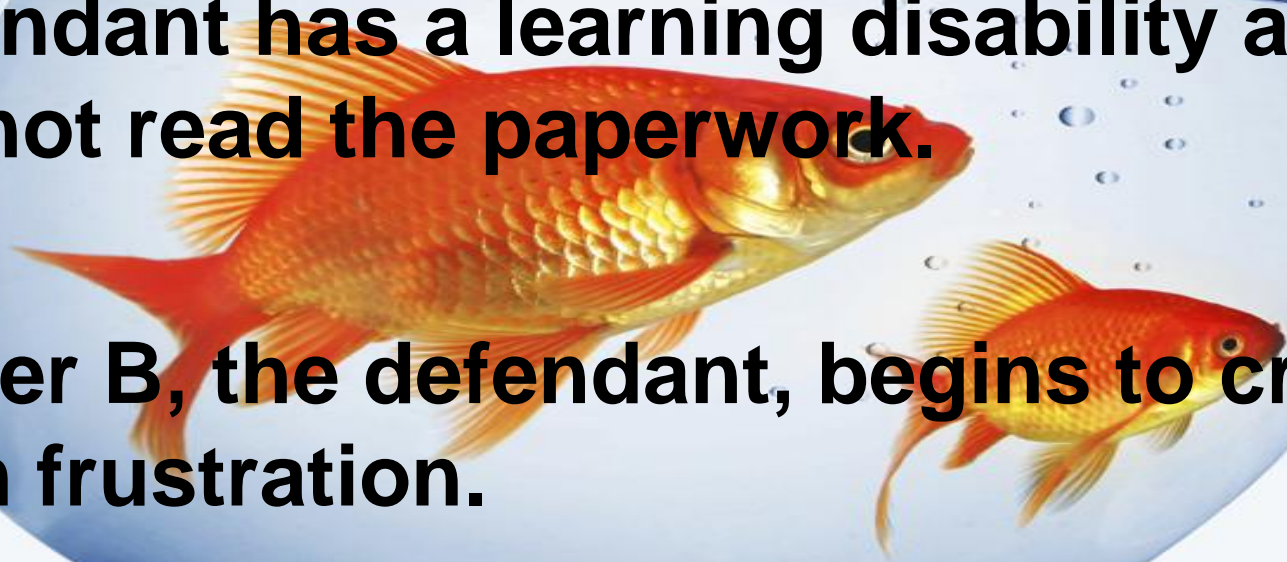
- **Third Round**

The clerk is open and supportive...



Role Play / Scenario 2

- **Player A is a court clerk and has been assisting the defendant (Player B) in the courtroom for over 5 minutes. The defendant has a learning disability and cannot read the paperwork.**
- **Player B, the defendant, begins to cry from frustration.**



Role Play / Scenario 2

A goldfish is swimming in a clear plastic pyramid-shaped container filled with water. The container is set against a light blue background. The goldfish is positioned in the lower right quadrant of the pyramid. The water level is about halfway up the pyramid.

- **First Round**

The clerk is agitated and irritated with the defendant's crying...

- **Second Round**

The clerk simply presses the paperwork into the defendant's hands...

- **Third Round**

The clerk is supportive and helpful...

The FISH! Philosophy

*The **WORLD FAMOUS**
Pike Place Fish Company*



Key Principles

1. Choose Your Attitude...

The Star Spangled Banner

2. Play

Let's Toss Salmon!

3. Be There

Tiny, Plastic Fish



4. Make Their Day

Have You Tried Our Fish?

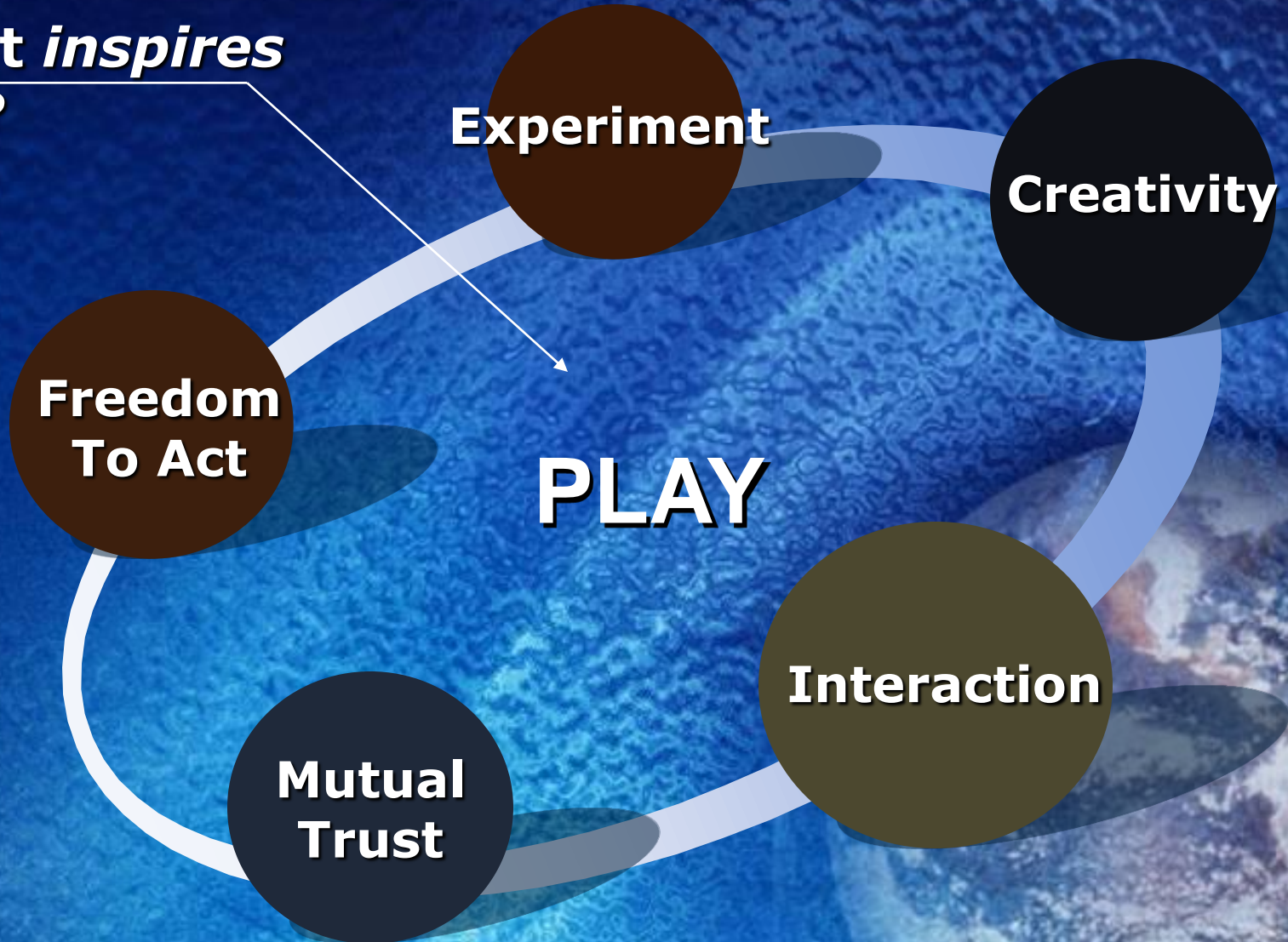
Who Should FISH!

Who are you
being?



What FISH! Should Do

*What inspires
you?*



When I Should FISH!

When are you fully present?

Different
Perspective

Connected

Focus
on
Others

BE THERE

Undivided
Attention

Empathetic

Why I Should FISH!

Why be extraordinary?



FISH! Crossword Puzzle



Let's search for FISH! words!

M	R	A	W	E	K	U	L	T	Y	V	T	H	D	R	E
T	S	U	R	T	L	A	U	T	U	M	C	P	E	T	M
E	E	N	P	U	P	L	T	A	E	R	E	C	T	Y	P
R	C	V	U	I	E	C	T	S	E	R	E	H	C	A	L
T	T	L	T	U	E	T	E	P	S	R	U	O	E	D	A
A	T	E	A	I	I	T	E	P	M	B	H	I	P	R	R
E	U	P	P	T	C	H	E	P	H	I	D	C	X	I	N
R	F	H	U	U	T	C	F	U	R	Y	E	E	E	E	I
I	R	D	O	E	T	I	F	E	I	P	T	U	N	H	N
P	E	I	T	I	S	E	T	E	A	O	C	U	U	T	A
S	H	E	V	H	I	C	B	E	T	H	E	R	E	E	L
N	P	E	H	R	T	Y	I	E	I	D	N	T	I	K	E
I	Y	T	I	V	I	T	A	E	R	C	N	S	C	A	A
C	U	E	N	P	L	A	Y	H	I	I	O	T	U	M	E
E	M	P	A	T	H	E	T	I	C	E	C	I	A	R	S
C	E	U	E	E	E	E	C	A	C	A	C	C	P	R	E

FISH! Crossword Terms

PLAY

CONNECTED

PETE THE PERCH

MUTUAL TRUST

CHOICE

EMPATHETIC

ATTITUDE

BE THERE

LUKEWARM

INSPIRE

PERSPECTIVE

MAKE THEIR DAY

CREATIVITY

FISH

UNEXPECTED

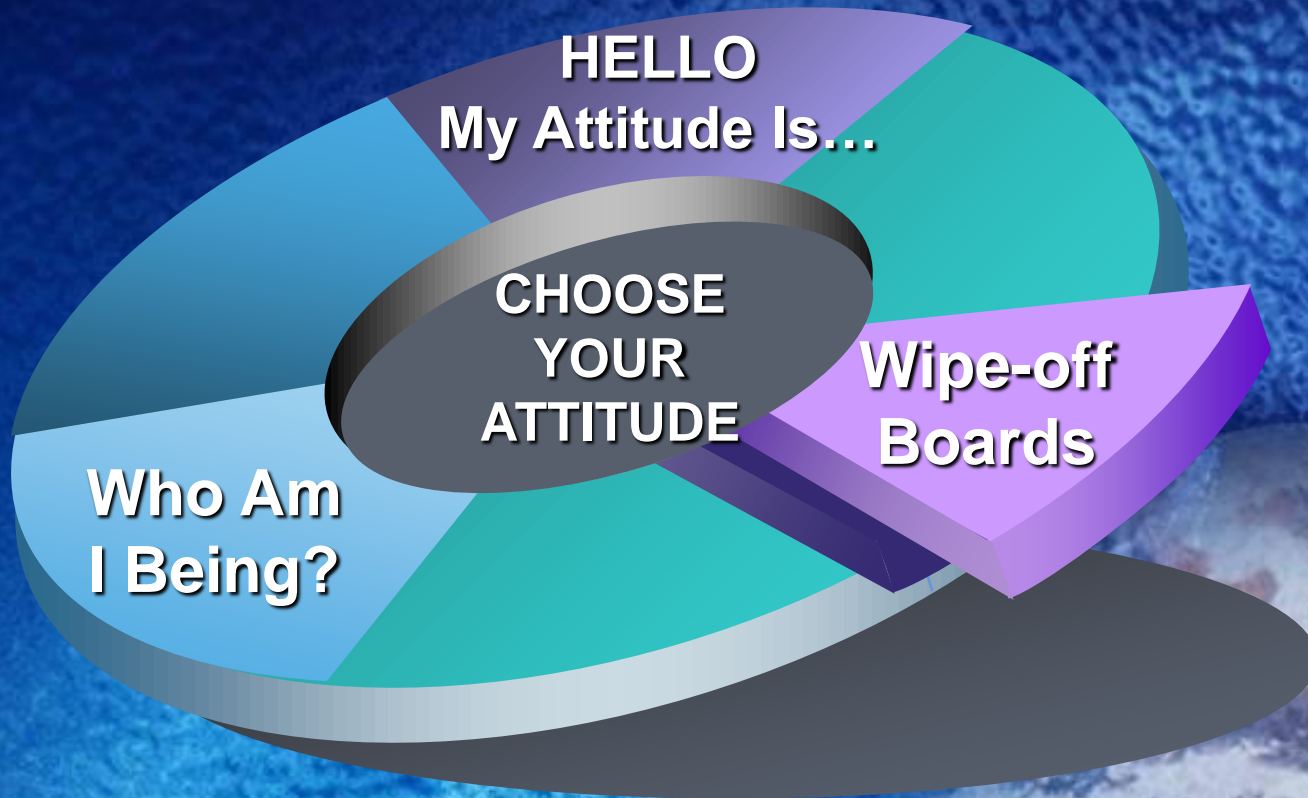
M R A W E K U L T Y V T H D R E
T S U R T L A U T U M C P E T M
E E N P U P L T A E R E C T Y P
R C V U I E C T S E R E H C A L
T T L T U E T E P S R U O E D A
A T E A I I T E P M B H I P R R
E U P P T C H E P H I D C X I N
R F H U U T C F U R Y E E E E I
I R D O E T I F E I P T U N H N
P E I T I S E T E A O C U U T A
S H E V H I C B E T H E R E E L
N P E H R T Y I E I D N T I K E
I Y T I V I T A E R C N S C A A
C U E N P L A Y H I I O T U M E
E M P A T H E T I C E C I A R S
C E U E E E E C A C A C C P R E

Be Creative

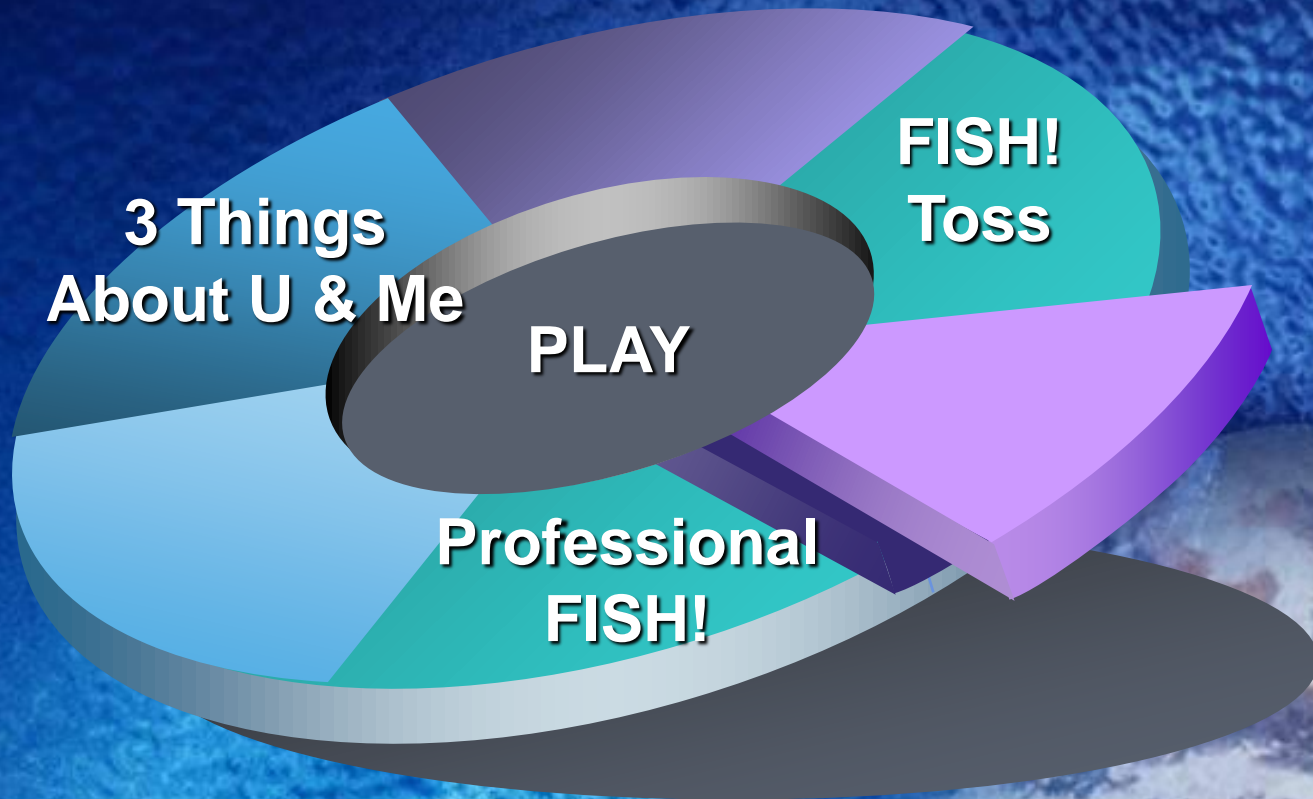
Fish Nibblets



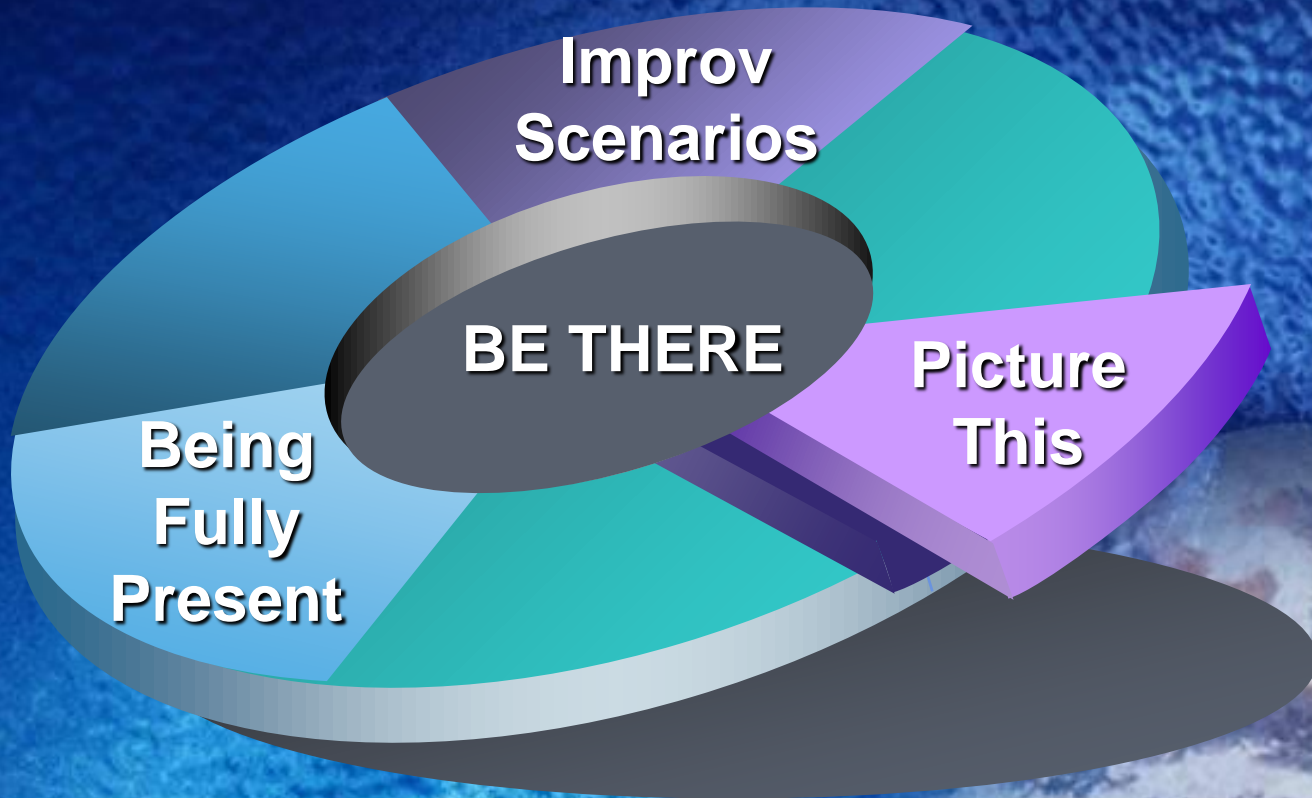
Fish Nibblets



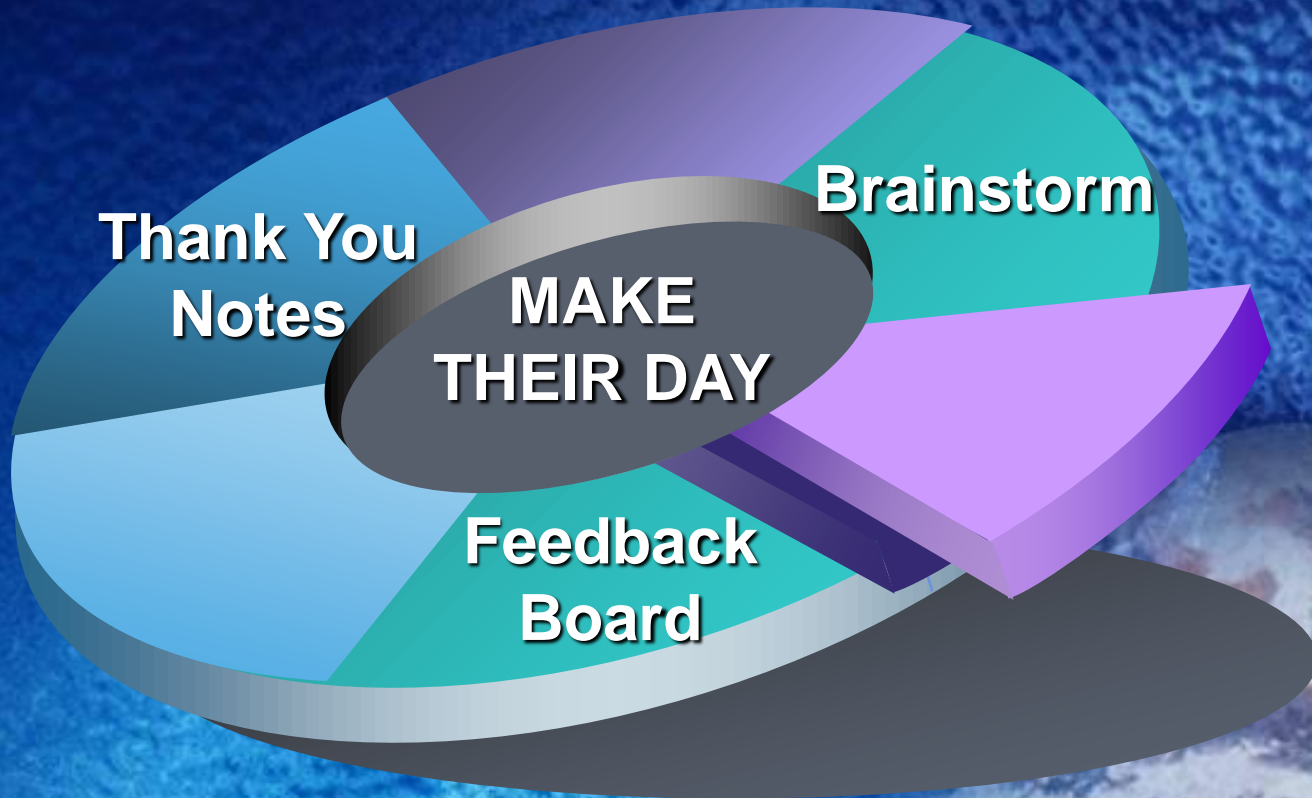
Fish Nibblets



Fish Nibblets




Fish Nibblets



Walk The Walk Activity

Who Am I Being?



Activities I enjoy	Adjectives that describe who I am "being" when I am doing this activity.
Activities I don't enjoy	Adjectives that describe who I am "being" when I am doing this activity.

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Walk The Walk Activity

Adjectives To Get You Started...

Aggressive	Considerate	Forgiving	Isolated	Pessimistic	Standoffish
Alive	Content	Friendly	Joyful	Playful	Stimulated
Angry	Difficult	Frustrated	Kind	Pleasant	Supportive
Annoyed	Discouraged	Fulfilled	Lazy	Pleased	Tentative
Anxious	Distant	Fun	Lonely	Positive	Thoughtful
Apprehensive	Dominant	Grateful	Lovable	Rebellious	Tolerant
Appreciative	Drained	Grouchy	Manipulative	Reluctant	Unapproachable
Approachable	Easy-going	Guarded	Negative	Resentful	Uneasy
Authentic	Effective	Happy	Numb	Resistant	Ungrateful
Capable	Efficient	Hopeful	Open	Restless	Unhappy
Careful	Energized	Hostile	Optimistic	Sad	Unsure
Caring	Enthusiastic	Impatient	Passionate	Scared	Vibrant
Challenged	Excited	Intimidated	Passive	Selfish	Vivacious
Cheerful	Fair	Intrigued	Patient	Serious	Warm
Committed	Fearful	Involved	Peaceful	Silly	Wholehearted
Concerned	Focused	Irritated	Perturbed	Spiteful	Zany

***BRAINSTORM
TIME***



Fish Nibblets

	CHOOSE YOUR ATTITUDE	PLAY	BE THERE	MAKE THEIR DAY
IDEA #1				
IDEA #2				
IDEA #3				

**And BRAINSTORM
Make It Your Own!**

Can You...

DEFINE

EXAMINE

DEVELOP

CREATE

CUSTOMER SERVICE:

- Great
- Lukewarm
- Bad

PRINCIPLES:

- Choose Your Attitude
- Play
- Be There
- Make Their Day

IDEAS:

- Who are you *being*?
- What *inspires* you?
- When are you *fully present*?
- Why be *extraordinary*?

FISH NIBBLET:

- Recruitment & Retention
- Quality Customer Service
- Action With Accountability
- Creativity & Innovation



Now...

**Go FISHing
in your *World Famous* part of Texas!**