

Kim Hoch



In 2001, Kim introduced the **FISH! Philosophy** into her own practice and witnessed first-hand an incredible transformation and renewal among her employees and customers. Kim has spent the past 17 years training health care employees, doctors, and administrators and now she will share with you how to increase staff morale, improve customer service, create job ownership, facilitate team coaching and ignite the WOW factor for both employees and patients. Her creative ideas will teach you to "think outside the box" while providing a blueprint for implementing and sustaining a successful culture.

"For me, FISH! is a shared vision that will one day quarantine the frigid stereotype of most health care settings and replace it with an epidemic of respect, compassion and trust."

Kim's personality and passion, coupled with the practices of The FISH! Philosophy are sure to leave you with a dose of supercharged empowerment as you and your team begin an incredible journey!