

What one expert says

We asked an expert for tips on workplace communication that can be applied starting from tomorrow.

Enhancing mutual understanding by seeking more opportunities to interact

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After working for Recruit Co., Ltd., became a labor counselor. Currently, planning and lecturing at workshops and training sessions to create a workplace which motivates employees, for public offices, universities, major public-listed companies as well as venture companies. Have consulted 10,000 people as a counselors of now.

—What should be aware of when communicating at workplace in a global company?

It is important to understand that individuals have a different “set of values” and “common sense” in terms of “working at a company” and to know what they really think. As a Japanese culture, it is common to expect other person to understand everything without telling a lot, assuming that “she/he will understand me if I say this much” or to presume that my common sense and others’ are not different. That actually causes a lot of misunderstanding and problems.

—What can individuals do to make workplace where employees can work positively and energetically, starting from tomorrow?

A workplace where all employees can work positively and energetically can be created by individuals working there, not being built by simply establishing company philosophy and organization. In addition, communication skills can be improved by “actual experiences.” I recommend to “willingly” have more opportunities to interact for better achievement based on the idea that a “correct” answer is not single one in business, while having a perspective of “enjoying different set of values and viewpoints for use.”