

<b>Chapter 2</b>	<b>How to proceed in your work - Organization activities -</b>	<b>/</b>
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## 1. How to proceed in your work

Your work changes each day even though you are in the same section and assume the same role. It is necessary to know the basic workflow to perform your work accurately, promptly, carefully and in order of priority.

Let's look at the workflow of a new employee, Mr. A.

\*in the case where the company starts at 9:00AM and closes at 5:00PM

	Time	Work	Content
Arriving at work	8:30	Arrives at work (30-40 minutes in advance)	<ul style="list-style-type: none"> <li>• Checks appearance (puts on a company uniform, if there is one.)</li> <li>• Tidies up around the desk, and gets the work environment ready (ventilation, water supply, etc.).</li> <li>• Turns on the PCs</li> <li>• Checks the day's schedule</li> <li>• Reads through the newspaper (paying particular attention to the obituary column)</li> </ul>
In the morning	9:00 9:20 ↓ ↓ 9:50 10:00 11:30	Morning meeting  Preparation for the meeting (customers arrive) ↓ ↓ Meeting begins  Meeting ends Creating documents Sending 'thank you' notes  Confirmation of messages received while being away from desk	<ul style="list-style-type: none"> <li>• Checks emails (newly arrived issues, etc.)</li> <li>→Receives the key of the meeting room; opens the room; gets the seat layout, equipment and meeting materials ready (confirms the previous arrangement and changes)</li> <li>→Prepares tea for attendees</li> <li>→ Participates in the meeting (checks the person in charge of recording the minutes the previous day)</li> <li>→Tidies up after the meeting</li> <li>→Creates minutes</li> <li>→ Sends 'thank you' notes to the outside attendees for the participation in the meeting by email or in writing (gains approval from the senior)</li> <li>→Contacts the people inside and outside the company according to the messages</li> </ul>
Lunch break	12:00	Lunch break	<ul style="list-style-type: none"> <li>• Turns off the PC</li> <li>• Briefly tidies up the desk and organizes papers</li> </ul>
	12:55	Preparation for afternoon work	<ul style="list-style-type: none"> <li>• 'Being on time' and 'being punctual' are different.</li> </ul>

In the afternoon	13:00	Continuing to engage in the work from morning Responding to telephones and guests	→Prioritizes work. → Contacts, reports to, and consults with seniors or other sections, etc.
	16:30	Checking the work performed, and creates a 'to do list' while considering necessary arrangements for tomorrow	→ Prioritize unfinished work for a prompt start the following day →Reports to the senior; confirms other work →Tidies up around the desk after gaining approval of the senior
	17:00	Completion of work	

Q 1 : What do you think is the difference between a regular employee and a part-time employee?

## 2. Basic actions at work

Working in an organization involves collaborating with others to complete a big job that couldn't be easily completed by a single person. For that purpose, both vertical (seniors and juniors; job levels, etc.) and horizontal (other sections, customers, etc.) relationships are important. To create a smooth relationship, you should take notes of the following recommendations:

▼Standing posture /standing

▼Actions when receiving orders or instructions

- When you are called, answer promptly and look in the direction of the speaker.
  - Take a notepad and writing utensil with you and go to the speaker.
  - Before going, push in your chair and take a brief moment to tidy your desk, if necessary.
  - Listen to the person who called you until he/she has finished speaking.
  - Nod or give responses.
  - Take notes if you don't understand.

- Write down key points.
  - 6W3H rule :  
when, who, where, what, why, which, how to,  
how much, how many
- Repeat what you have been instructed to do.
  - If reading back the numbers, read them slowly enough for the other person to understand.
- If there is anything you are not clear about, take this opportunity to ask.
  - You should understand that it is not embarrassing to ask about something you don't understand, but it could be embarrassing to later make a mistake without having asked about it earlier.
- If you have an opinion, do not hesitate to make a proposal.
  - Confirm by asking, 'May I make a proposal now, please?'.
- Confirm priorities.

#### ▼6W3H

Who	in charge
What	a matter
Where	place
When	delivery date / schedule
Whom	opponent
Why	reason
How to	method
How many	number
How much	price

#### ▼Points when reporting

- Make an interim report.
  - When reporting on what is considered not good, do it as early as possible, and take countermeasures.
- Consulting
  - It is important to consult with your senior for advice to prevent worrying about something by yourself.

#### 🎵 points of note 🎵

The person you report to is, in principle, the person who gives an order or instruction.

### 3. Characteristic of work: 'Routine tasks' and 'Non-routine tasks'

Works is divided into routine work and Non-routine work. Routine work includes checking emails every morning; slip calculation every month; preparation for annual meetings, etc. Non-routine work is unexpected work that includes handling claims; changing work arrangements due to an order error; changing a work schedule due to bad weather conditions, etc. In most companies, it is rare for there to be only routine works.

Q2 : What do you think you should keep in mind on a day-to-day basis to perform unexpected non-routine work smoothly?

#### 4. Stepping up in your work

You cannot enjoy your everyday work if you only tackle the tasks you have been told to do. While carefully completing all tasks at hand, you should keep the following in mind:

- ① Have a self-awareness about work.  
(‘What can I do to make it better?’; ‘Why has it come to this?’; ‘How did that person succeed?’; etc.)
- ② Enhance your cost awareness.  
(Consider loss and benefit about time or equipment from a long-term perspective.)

Q3 : What is the most appropriate way to print 50 sheets of paper that are the same size?

◆Double-sided printing in black and white

→Paper cost: 1 yen (per sheet)  $\times$  25 (sheets) = \_\_\_\_\_ yen

Printing cost: 3 yen (per copy)  $\times$  50 = \_\_\_\_\_ yen

Total: \_\_\_\_\_ yen

◆Single-sided printing in color

→Paper cost: 1 yen (per sheet)  $\times$  50 (sheets) = \_\_\_\_\_ yen

Printing cost: 15 yen (per copy)  $\times$  50 = \_\_\_\_\_ yen

Total: \_\_\_\_\_ yen

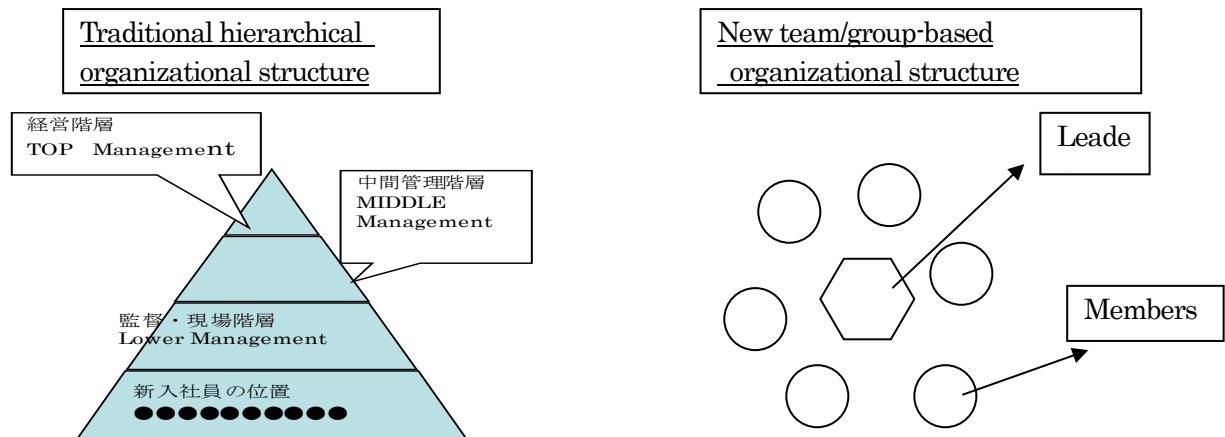
\*Consider eliminating ‘waste’, ‘unreasonableness’ and ‘inconsistency’.

Q4 : What is a loss when claim handling is left unresolved?

## 5. The role and activities of an organization

An organization is a group of people working together to achieve a common goal. It's a community that differentiates among the different roles and types of work. When two or more people gather together, it is an organization. An organization doesn't function if its members do not cooperate, support one another and work together.

We call this 'collaboration'.



🎵 one point 🎵

Leadership ability is very important.

- ① A leader who always leads from the front
- ② A leader who stands behind their members and gives directions while understanding the big picture

Which one do you think is the better leader?

Q 5 : You have learned how to proceed in your work and your location in an organization. What do you think is most important for working?

What is important?

Why do you think so?

🎵 points of note 🎵

What will you obtain by performing each assigned work accurately, politely and promptly? Work cannot be achieved by yourself. There is always someone working together with you. Suppose that person looks at the way you work and evaluates you as 'working hard' or 'working sincerely'. You get an invisible ticket called 'credibility'. When you repeatedly get a credibility ticket, those credibility tickets will become a letter of credit called 'trust'. Keep in mind, however, the trust can immediately disappear if your behavior falls below an expected standard.

## 6. Points to note when speaking

Consider the following five points regarding speaking and utilize them when communicating with others.



- ① Make eye contact with the other person and speak clearly.  
Do not fiddle with your hands or fidget impatiently.
- ② Make clear the objective of your communication.
  - Utilize 6W3H.
- ③ Consider structuring your talk. Start with the general outline and then fill in the details.
  - When reporting something, state the conclusion first, and then explain the situations and reasons.
- ④ When you speak, always consider the listener's position and their relationship to you.
  - Talk in a way that is respectful to the listener and appropriate to the occasion.
- ⑤ Talk in a clear and easily understandable manner.
  - Do not use too many technical terms and avoid ambiguous expressions.



## 7. Points to note when listening

Consider the following four points regarding listening and utilize them in communication.

- ① Listen attentively to the speaker.
- ② Create a pleasant atmosphere so that the speaker feels at ease.
  - Listen to the speaker without having preconceptions, and be sure to nod and give positive feedback when appropriate.
- ③ Make the listener aware if there is anything you don't understand or you are not sure of.
- ④ Take notes while listening.
  - Utilize 6W3H.

 one point 

聴 < kiku/listen to

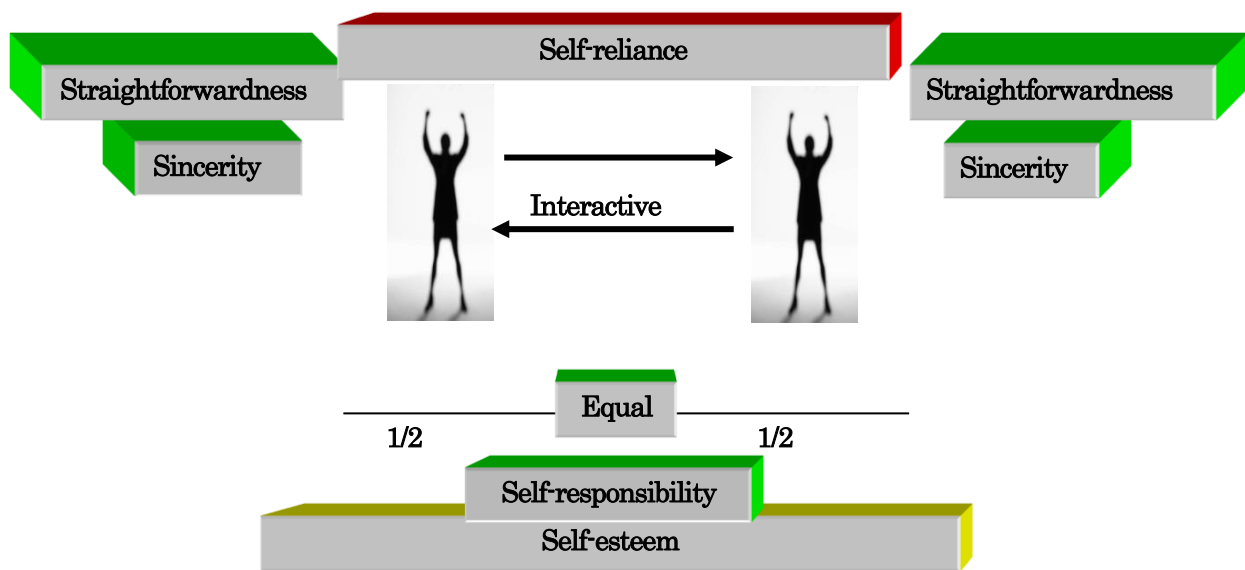
=ear+eye+mind

*\* People talk, look at the other person, things falling into my mind, things to record in mind.*

By MIE

## 8. Points to note regarding communication

- ① Use standard language as much as possible.
- ② Avoid using a dialect as it may be difficult to understand due to the difference of accent and intonation, though a dialect can sometimes help to create a friendly atmosphere.
- ③ Avoid using expressions that may harm the other person's self-respect.
  - When asking something, do not use an imperative form but use the combination of negative and question forms at the end.
    - ➡ When receiving moderate expressions, the other person may be more willing to respond to your request.



▲From 'Assertive Communication'  
(Ishii, 2009)

### 【Post-learning task】

◆Describe 'work' in 400 characters.

<How to write>

1. Use a PC. Submit a Word document.
2. Formatting: 40 letters × 30 lines
3. Font: MS Mincho, 10.5 point

MS Gothic, etc. can be used if necessary.

4. Margin setting: Normal
5. Number of characters: 350 to 400

\*In business scenarios, when explaining the current situation or summarizing your talk orally, you should complete it in about one minute. If you put it into writing, about 400 characters should be sufficient.

If the number of characters is specified:

- ① Don't exceed that number.
- ② Write more than 80 percent of the specified number (in this case, more than 350 characters).

6. Others:

Read over what you have written to avoid typos and omissions.

If there is anything you don't understand, confirm definitions and meanings by consulting a dictionary, etc.

You will not obtain points if you appear to have deviated from ethical practices such as copying and pasting text from other literature, or copying a friend's work.

\*Focus on creating an excellent and well-organized document.

**【Pre-learning Task】**

◆ Study on PDCA cycle.

Consider how you can use PDCA in your daily life and write about it in your notebook.

