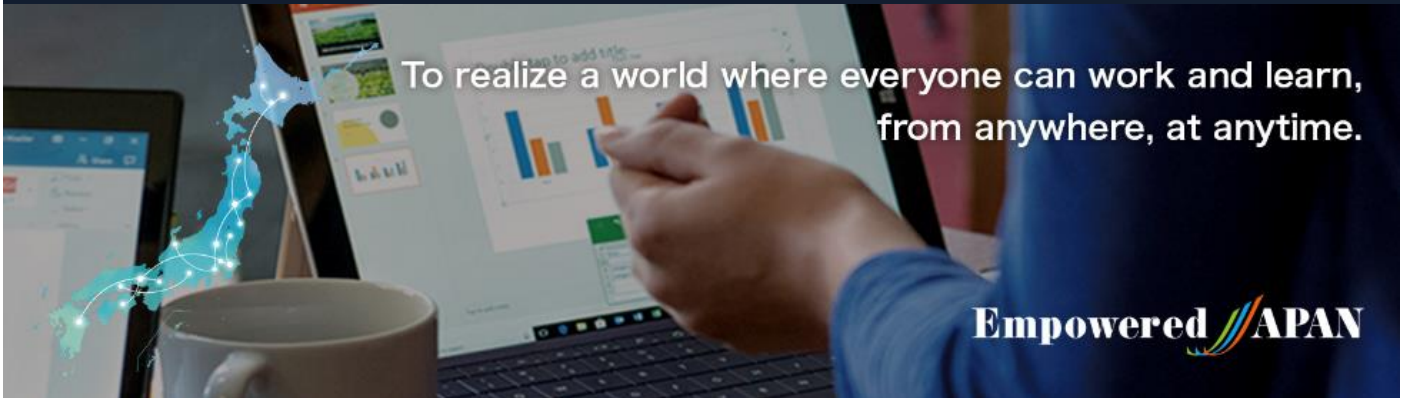


Empowered JAPAN Webinar Report



Empowered JAPAN Executive Steering Committee was established in 2018, "To realize a world where everyone can work and learn, from anywhere, at anytime." To promote the true value of workstyle innovation including telework, the committee has been coordinating symposiums in both Tokyo and regional cities. And in collaboration with various local governments, Microsoft, and partners, the committee has been serving as an advisor to provide telework training for both corporate and individuals. In response to the spread of infection of corona virus (COVID-19) and the government announcement on February 25, 2020, which included the request to citizens to telework, the steering committee made the decision to launch a series of free webinars starting from March 17, 2020, to provide practical information for individuals and organizations across the nation, to telework and/or practice online education.

Category : Mindset and Communication

Date : March, 23, 2020

Speaker : Eriko Ozaki

CEO

Shinsenryoku Inc.

Operates shared satellite office Trist



Established Shinsenryoku Inc. in Nagareyama City, Chiba Prefecture.

Based in Nagareyama City, produces private programs for school children and has established a business founding school through cooperation with administration. Also serves as a member of the Child and Child-Raising Council.

Opened the shared satellite office Trist in 2016.

Expanding based on the three pillars of "community," "education," and "office," the office reached maximum capacity in one year.

In April 2018, she opened her second base. Has won awards including the Telework Promotion Award and Work Story Award. Has been featured in many TV programs on stations such as NHK and Nippon TV, as well as in numerous Japanese newspapers.

Also serves as Vice-Chairperson of the NPO Kodikara Nippon.

Currently mother to two children aged 7 and 5.

Three Important Communication Rules in Telework

In response to the declaration of emergency in early April, teleworking is being considered in local governments and educational institutions. However, hurdles for introducing teleworking and handling personal information are high, and it seems various issues are becoming apparent. Amid the quarantine, Share Satellite Office "Trist," where tenants can bring their children to the office, is simultaneously developing telework and online classes for children one step ahead. These attempts are expected to be used by many companies including local governments and educational institutions.

"Trist has been supporting companies and individuals who challenge to adopt teleworking in various means, and we find that communication usually becomes an issue." (Ms. Ozaki) Based on the experience, she has reached three rules for teleworking.

Tools are for communication only. "If rules for communication are not established at the beginning, communication becomes an issue." (Ms. Ozaki)

According to Ms. Ozaki, most issues and conditions can be categorized into seven symptoms. Most of the companies that Trist supports started having a rejection reaction to the changes in communication. When some companies experienced these symptoms after trying teleworking, "they felt teleworking was not for them and often consulted us." (Ms. Ozaki)

テレワーク導入の際に見られる7つの症状

- ①チャット疲弊症
- ②テレビ会議アレルギー
- ③対面欠乏症
- ④評価不安
- ⑤ルール硬化
- ⑥オフ失念症
- ⑦全体視野欠落症

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Next, Ms. Ozaki explained seven symptoms many companies experienced when adopting telework.

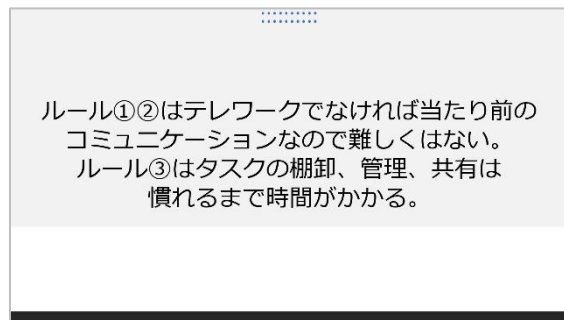
- ① Chat exhaustion: Cannot keep up with chats that are continuously happening
- ② Video conference allergy: Hesitate to communicate through video conferences
- ③ In-person deficiency: Telework is convenient, but miss in-person contact
- ④ Evaluation anxiety: What was evaluated at the office is no longer there
- ⑤ Tougher rules: Rules made for teleworking interfere with productivity and result in decrease
- ⑥ Forgetfulness of off-work: Since teleworking is flexible, teleworkers cannot separate on and off time
- ⑦ Whole view deficiency: Work operations become task-base and difficult to grasp as a whole

Ms. Ozaki confessed that these seven symptoms cannot be solved completely, but at least she reached three rules that help to ease these symptoms.

Rule 1: Set a time and date when you disconnect from online chatting, and remember your choice to disconnect Ms. Ozaki uses an app called Teams and there is a function to extract information only you want to receive. She also said, "you can always set your presence status to [Do not disturb] and shut communication."

Rule 2: Do not hesitate to talk face-to-face and hear voices As teleworking progresses, people start contacting each other by chatting, however, sometimes it creates communication contortion. It is important to "not hesitate to click [Meet now] in a conversation. The participant can decide to accept or decline the video meeting." (Ms. Ozaki)

Rule 3: Report, contact, and consult as your task progresses Teleworkers tend to be evaluated based on the number of tasks they have completed because it is hard to grasp how much work you have done when you are working at home. If you do not share your work progress, it may lead to evaluation anxiety symptoms. Thus, it is important to report in a shared space. "It is easier to evaluate if the content of the work that has been completed is clear." (Ms. Ozaki) You need to get used to sharing tasks, but once you do, you will be able to manage tasks efficiently since the present task management tool has a well-designed format, which allows the user to organize tasks just by entering deadlines, assignments, documents, etc.



Furthermore, Ms. Ozaki explained three rules for remote learning for children, which can be useful to companies. First, make a test format using 5W1H (who, what, where, when, why, how) because communicating in text format is difficult and emotions cannot be read. Second, keep your status [Available] during a morning meeting, lunch break, and other break times, and create an environment where anyone can chat with you. Third, visualize the learning progress of each child.

項目	内容
いつ	3時間目の授業
どこで	個人で解く時間
だれが	後が
何を	答えられなかった4Pの問題③が
どのように	式はわかるが、何を当てはめるかわからない。
なぜ	とても知りたいので、教えてください

月
日
曜
日
直

Even companies can adopt these rules and try reducing communication loss. Creating an environment where everyone can understand as if talking in person can be the secret of successful teleworking.

Finally, Ms. Ozaki mentioned the adoption of teleworking at local governments and said, "We hear that adopting telework is difficult because of personal information. The local governments' belief of not being able to entirely adopt telework due to the handling of personal information is wrong. They can create model cases starting from divisions and departments which do not handle personal information." Important keys for successfully adopting telework are that the head of the local authority takes leadership, clarification of the responsibility for handling personal information, and having someone with strong IT skills.