

Basic Business
Knowledge

How to Communicate Well in Business

In this third issue of Smile Work, we would like to tell you about useful tips for speaking and listening, as well as reporting, contacting, and consulting.

In Japanese business, there are various manners. The way you speak is one of them. By speaking politely, you can make a good impression on people you meet for the first time and facilitate smooth communication.



1. Speaking Styles and Manners

To ensure smooth business progress, it is essential to have basic manners, which are considered the minimum requirement for social interactions in Japan.

① Making eye contact with the other person

Making eye contact with the other person is a fundamental aspect of communication, not limited to business. In business settings, making firm eye contact while conveying important information helps to gain trust.

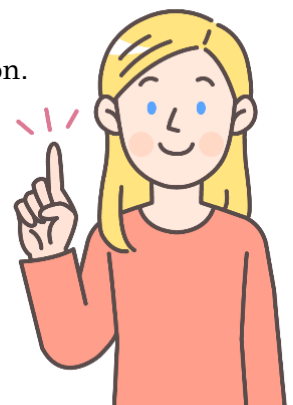
② Avoid using technical words

Even if some technical words are common in your industry, it can be completely incomprehensible to people outside your field.

Therefore, when communicating with clients or companies from other industries, avoid using technical terms as much as possible and choose words that are easy to understand. It's important to select terms while confirming the other person's level of understanding.

③ Speaking Tips

- ✓ Clarify what you want to convey. Do not provide too much information.
- ✓ Deliver conclusions simply with easy-to-understand words.
- ✓ Consider the 5W1H to speak logically:
 - ※ 「When : Itsu」 「Where : Dokode」 「Who : Darega」
 - 「What : Nani」 「Why : Naze」 「How : Donoyouni」
- ✓ Incorporate specific examples when speaking.
- ✓ Confirm the listener's understanding while speaking.



2. How to Listen in Business

Let's learn some tips to listen carefully to the other person.



① Face the speaker

The kanji for “listening” (聴く Kiku) consists of the character for “ear” (耳 Mimi), “eye” (目 Me), and heart (心 Kokoro). It is important to listen with your heart without averting your gaze. Turn your whole body towards the other person.

② Listen and ask questions

Ask questions about things you are curious about, don't understand, or want to know more about. Further expand the conversation based on these questions. If you listen in this manner, you won't be accused of not listening properly. Asking questions is also important to understand the other person's story.

③ Listening Tips

- ✓ Nod while listening (appropriate feedback).
- ✓ Smile (create a comfortable atmosphere for the speaker).
- ✓ Avoid preconceived notions.
- ✓ Be aware of what the speaker wants to express.
- ✓ Ask questions when you don't understand to prevent misunderstanding.



3. Reporting, Contacting, and Consulting

The terms reporting, contacting, and consulting have long been used as part of business etiquette, and are still widely applied in modern business. Here, we explain the basics of these concepts.

What is "報連相 Hourensou"?

報連相 Hourensou means "reporting" (報 Hou), "communication" (連 Ren), and "consultation" (相 Sou). Below, we introduce the main uses of each.

① Reporting

Reporting involves communicating the progress and results of your work. It is important to report any issues immediately to receive follow-up instructions and support. Report proactively before your supervisor asks for it.

② Contacting

Contacting is used to communicate schedules and upcoming tasks in business operations. It is crucial to summarize key points and convey accurate information. Communication should be carried out not only from superiors to subordinates but throughout the entire organization.

③ Consulting

Consulting is done to receive guidance when problems or challenges arise. Acting without consulting can often lead to failure, so it's important to consult early. Summarize your consultation points in advance and communicate them clearly.

④ Key points for Reporting, Contacting, and Consulting

- ✓ State your conclusion first, followed by an explanation of the context.
- ✓ Organize your points before communicating them.
- ✓ Determine the appropriate timing to convey your message.
- ✓ Avoid ambiguous expressions.
- ✓ Convey bad news immediately.
- ✓ Choose your communication method according to the situation and the recipient.
- ✓ Do not try to handle everything on your own.



Effective reporting, contacting and consulting is necessary.

4. Receiving Visitors



① Basic manners for receiving visitors

When noticing a visitor, quickly greet them with a smile and say "Welcome." If there is no receptionist, the person who notices the visitor should promptly stand up with a smile and greet them.

- ✓ "Excuse me, do you have an appointment?"
- ✓ "Excuse me, how may I help you?"
- ✓ "May I have your name, please?"

After confirming the visitor's company name, personal name, appointment, and the person they are meeting, say, "Thank you for visiting us."

Notify the person in charge and guide the visitor to a reception room or meeting room.

If the person in charge is coming to meet the visitor, say, "○○ will be here shortly. Please have a seat and wait here."

② Handling unscheduled visitors

Sometimes, visitors may come without an appointment. Do not decide on your own that no appointment means no meeting. Confirm the visitor's name and company, and then contact the person for the task. "Let me check that for you. Please wait a moment." Then contact the person in charge and wait for instructions on whether they can handle it. If the meeting is not possible, clearly but politely inform the visitor. It's important to handle such situations with care.

③ Manners for guiding visitors

- ✓ Inform the visitor of their destination (reception room, meeting room, etc.).
- ✓ Walk two to three steps ahead of the visitor.
- ✓ When entering an elevator, go in first and allow the visitor to enter next.
- ✓ When exiting an elevator, allow the visitor to exit first.
- ✓ Knock before entering a room to check the situation inside.
- ✓ Once inside the room, guide the visitor to their seat.
- ✓ The visitor should sit farthest from the entrance.
- ✓ Introduce the visitor to the person they are meeting with.



"Job Emergency Map" Leaflet for Foreign Workers

To create a comfortable working environment for foreigners, we have made the Fukushima Prefecture "Job Emergency Map".

This map shows organizations that can be consulted when you have problems in the workplace.

You can download the leaflet by scanning the QR code on the right ⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒⇒

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