



Third Way Forum

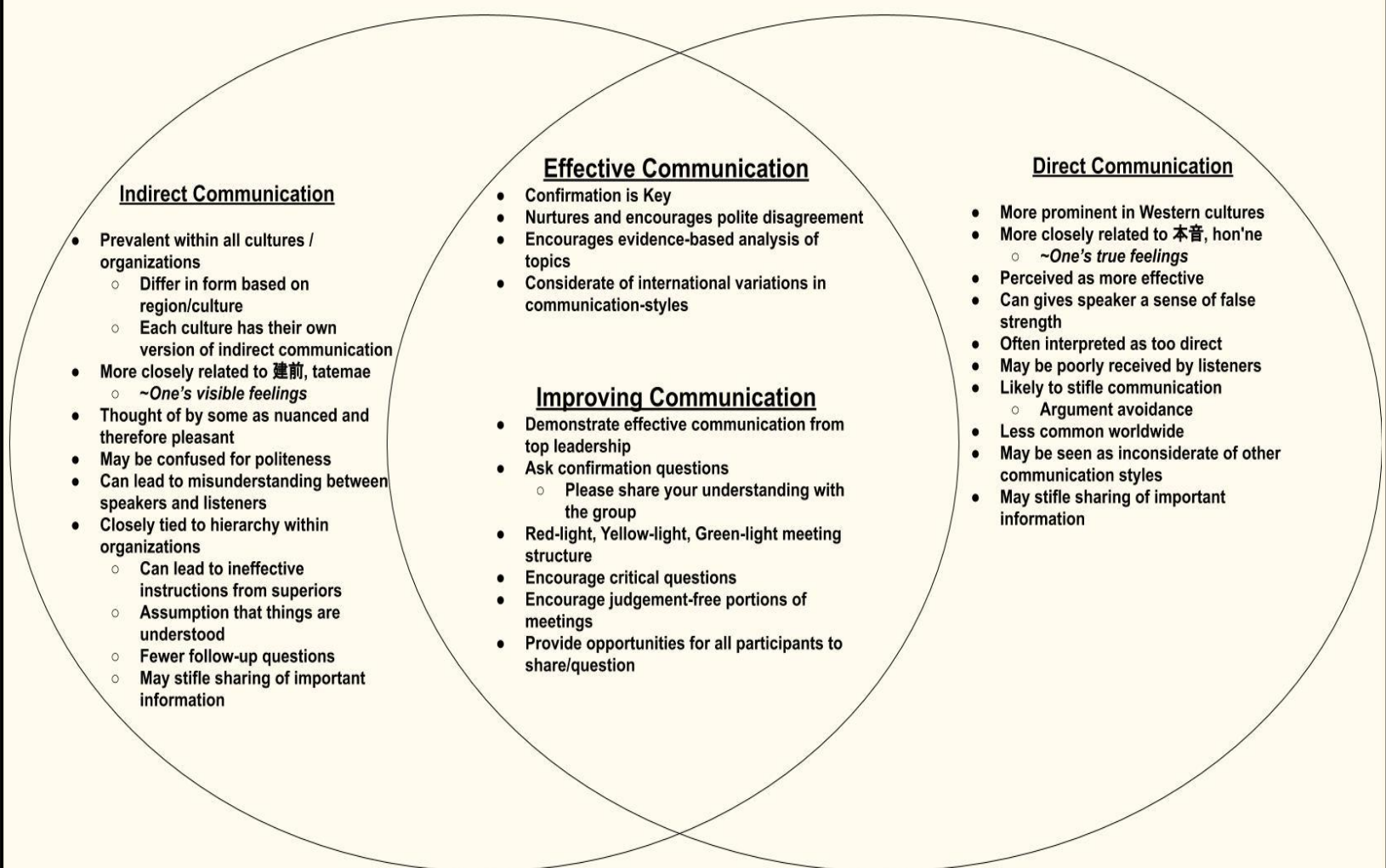
INFOGRAPHICS

Weekly Meeting Highlights 17.9.20

Direct/indirect communication: How is it today? Same or different by industry? How should it be?

The Details

- “If you know only one thing, you know nothing”
 - Multiple bits of information must be compared in order to be effectively analyzed
- There is no global *standard* for communication, interactions in the business-world
 - Heavily context dependent
 - Who is in the meeting?
 - What variety of languages are spoken amongst participants?
 - How familiar are participants with one another?
- Indirect communication may be prevalent for the following reasons:
 - Individuals not wanting to stand out
 - The unconfirmed belief that everyone thinks the same thing
 - Fear of being wrong
 - Belief that one’s opinion is not worth mentioning
 - Not one’s place to speak-up (hierarchy-related)
- Japanese are taught to listen well and not to communicate well



TWF Considerations

- Effectiveness of communication is more relevant than indirect/direct
 - Polite disagreement about specific points is very useful
 - *Psychological safety* : constructive disagreement is needed
- Green-light feedback
 - Keywords/phrases to be used during feedback sessions
- Honnae Forums within companies
 - When employees are given an authentic opportunity to speak frankly about their companies, they do provide real information
 - Needs to be implemented in incremental phases
- Management cannot be expected to reasonably resolve all issues for employees
- How does indirect/direct communication relate to managing hierarchy and position?
- How do 21st century skills connect with indirect/direct communication
- It is essential to understand and recognize that comparisons are key to understanding
- Ways to effectively leverage the reality that institutional practice is easier to change than culture
- Remote work may be having a positive impact on more direct/effective communication because

Useful Links

Red-light, Yellow-light, Green-light Communications

(<https://thoughtbot.com/blog/red-light-yellow-light-green-light-a-design-exercise-for-getting-the-whole-teams-feedback>)