

## **My First 1-on-1 Experience: How KizunaNavi Gave Me a Safe Space to Talk**

### **1. Introduction – Please introduce yourself and your business.**

My name is Yamamoto from the Business Development Section, Marketing Department, New Business Headquarters, Maxell, Ltd.

Until last fiscal year, I was engaged in taking on the challenge of creating something from scratch—what we call “0 to 1.”

Starting this year, in order to further accelerate new business creation, I have shifted my focus to supporting business aspects of existing in-house initiatives that show relatively high feasibility.

My role is to strengthen and validate whether these initiatives can become viable businesses by closely addressing customer issues, listening deeply to the voices of customers and the market, and evaluating them from the perspectives of feasibility, profitability, and sustainability.



**2. Since you started using KizunaNavi, how has your approach to 1-on-1 meetings changed?**

I had never experienced 1-on-1 meetings before, but my previous manager started using KizunaNavi to initiate them, and that was when I first realized how valuable they can be. What left the strongest impression on me was having time where I genuinely felt that someone cared about me.

We were able to talk not only about work-related matters but also about things I normally wouldn't bring up. It helped shorten the distance between us and deepened the trust in our relationship.

That experience was so positive that I plan to continue using KizunaNavi for 1-on-1s with my new manager as well.



### **3. Which feature of KizunaNavi has been the most helpful to you?**

The anonymous survey feature that allows me to give feedback to my manager after each 1-on-1 has been incredibly helpful.

Before, I didn't really have a chance to share things like how satisfied I was with the 1-on-1 or if I wanted to talk more. Being able to express those thoughts honestly and anonymously has naturally improved the quality of our conversations.

I also really appreciate the pre-meeting check-ins where I can rate how I'm feeling and how busy I am.

In the past, I either couldn't express those things well or didn't even think to bring them up. The level of detail in those input fields is just right—not too vague and not too specific—so it's easy to fill them out without overthinking.

If I were asked about my overall mood for an entire month, that would be too broad to answer. On the other hand, entering something every day would be too much of a hassle, so doing it once a week feels just right.

It's also nice that it doesn't feel like I have to "try hard" to write something—especially when things are busy.

### **4. What insights or personal growth have you gained through your 1-on-1 meetings?**

Through 1-on-1 meetings, I've started taking time to reflect on things I normally wouldn't put into words.

In the past, I might have brushed off positive feedback from my manager, but thanks to the Kizuna Report, I've had more moments where I realized, "Oh, I'm actually being seen and recognized."

That kind of reflection has helped give shape to a sense of psychological safety, and it naturally makes me feel more positive.

As I've had more 1-on-1s, I've noticed that I can now talk with my manager more casually, even in everyday conversations.

When asked, I'm also better at expressing my thoughts and current situation clearly, which I see as a significant change.

I think one of the biggest signs of growth for me is that I've become more willing to speak up and share proactively than I was before.



**5. Compared to when you weren't using KizunaNavi, what differences have you noticed in your communication with your manager?**

Since I started holding regular 1-on-1 meetings using KizunaNavi, I've found it easier to talk with my manager even outside of 1-on-1s.

In the past, I would rarely speak up unless asked, but now I'm more proactive in sharing my thoughts and current situation early on.

For example, discussions that used to feel a bit difficult to bring up, like requests for flexible working hours or consultations about next year's work arrangements, have become easier to talk about openly.

Thanks to the accumulation of 1-on-1s through KizunaNavi, I feel that my relationship with my manager has gradually built trust.

**6. What are your thoughts on the CS report from KizunaNavi?**

The CS report, which summarizes the trends and engagement progress of the 1-on-1 meetings at key milestones, is always very interesting to review.

By visualizing the team atmosphere and the members' conditions, including my own, in numerical form, it provides a chance for objective reflection.

Sometimes, the graphs alone can be a bit difficult to interpret, but since insights are also



provided, there are many moments where I can say, “Ah, that’s what it means,” and feel reassured.



**7. Finally, please share what you would like to work on in the future.**

I plan to continue focusing on the mission I’ve been entrusted with and steadily work towards driving the business development forward.

Through the 1-on-1 meetings using KizunaNavi, I’ve gained valuable insights and come to realize the importance of building trust with my manager.

I hope to leverage these experiences to further strengthen the team’s capabilities and build on actionable initiatives.

**Thank you for taking the time to meet with me today.**