



熱點
出擊

Stand by Me, Doraemon

The well-known cartoon Doraemon had recently become the talk of the town again. In particular, the characters in Doraemon are almost like the portrayal of our childhood friends. Maybe you also had friends similar to these characters when you were little: the silly but kind Nobita, the beautiful and gentle Shizuka, the antagonist and bully “Gian”, the cheeky fence-sitter Suneo, and the one who is always next to you through thick and thin – Doraemon.

The friendship between Doraemon and Nobita is probably the most memorable as well as heart-warming part of the story. Doraemon is supposedly a flawed cat robot, whereas Nobita is a timid boy who always fails his examinations. Doraemon’s duty is to be Nobita’s guardian – he was sent from the future to the “present” to assist Nobita so that he can grow up healthily. Test after test, this initially “functional” relationship developed into one that is genuine and enviable. The two saw the good within each other’s imperfections; learned to accept each other through mistakes; held each other’s hands through tough times; and built indestructible trust in the midst of misunderstanding and conflicts.

Look around your workplace. You probably see colleagues with different personalities. Have you made an effort, like Doraemon and Nobita have, to establish mutual trust in your relationship with them? Or rather built walls and rejected communication? To build positive relationships in the workplace, we do not need to have Doraemon’s magical pocket, but we do need to learn to become others’ Doraemon – to proactively respond to colleagues’ needs, listen to others’ voices, comfort those who are in need of support – these are your gadgets. That way, we all can become a blessing and pride to others.

LEAP 是指：

L eading Personal Effectiveness
發展人才
E nhancing Family Cohesiveness
凝聚家庭

A chieving Team Success
卓越團隊
P romoting Corporate Wellness
促進企業健康

Let's Begin by Listening

Alan called the counselling hotline to seek professional advice. He was in a dilemma as he was contemplating on resigning, but thought that he actually quite liked his job at the same time feeling frustrated, he said, "I don't get why my coworkers are always so biased with Gen-Yers like me. They are skeptical every time I propose something, saying it's too radical, not detailed though... I really can't be bothered to listen to these conservative people who only play safe! So of course I need to retaliate. But even my boss tells me off for criticizing other coworkers in meetings. I am just being honest and matter-of-fact – do I have to say nice things in order for them to accept my views?"

Alan's intense emotions are reflecting the importance and devotion he attaches to his work. However, why is he not recognized for these? The counsellor recalled his previous question, "So will your views be accepted if you say something nice?" Alan responded, "It depends." "Then, what about if you were to say not-so-nice things?" Alan appeared to have realized something, and said, "They won't be accepted for sure!" Therefore, even if Alan comes up with even greater ideas, but cannot express them effectively for others to understand and accept, his efforts would remain futile.

The counsellor reminded Alan that no matter how justified he might be, nobody likes to hear hostile and judgmental comments. He began to realize that his unsparing criticism, blaming and complaints towards his coworkers in meetings would only add on to their conflicts and stop them from listening to each other, not to mention accepting each other's viewpoints.

"So, how do I get others to listen to me?" Alan eagerly asked. "To get others to listen, you must start with yourself first." Alan admitted that he always thought his coworkers were biased against him and therefore formed some resistance towards them. The counsellor encouraged Alan to wipe away his assumptions, and start to listen to others' true meaning and motivation behind their words patiently and nonjudgmentally. That way, they can gain mutual understanding.

Three weeks later, Alan came back to the counselling room looking relaxed. He shared that for the past three weeks, he genuinely experienced the power of listening. Alan noted that since he learned to listen to others, he has been better able to grasp others' viewpoints and feelings. With greater communication and understanding, he can now take others' perspectives into account when he expresses his opinions. As a result, not only has this reduced a lot of interpersonal conflicts, his coworkers have been more receptive and willing to listen to and accept his views.

Alan understood that the root to the interpersonal issues he encountered was not in which generation he was born, but laid rather in his listening to and respecting others' ideas. Alan felt fortunate that he learned to listen with his heart, as well as to take care of his, others', and the overall interest of the group while expressing his views. He has now put away the thought of resigning and re-engaged with the job that he enjoys.



Everybody Loves You

Rachel is one of the persons that I've met who possesses the most wisdom when it comes to life. I especially admire her ability to communicate positively with others. Every team member enjoys working with her. Before she assigns a task, Rachel always tells her colleague why he/she is competent in accomplishing it; this is very much appreciated by every colleague. Once, a colleague rejected a task Rachel assigned to her as she felt she lacked the capacity to complete it. Rachel said to her, "It is precisely your assertiveness that I appreciate that most." Upon hearing Rachel's compliment on her strength, this coworker willingly accepted the task, and even did exceptionally well.

On another occasion, our team went out for lunch together. Towards the end, nobody wanted to eat the last pieces of food left on the table. Rachel picked up her chopsticks, put food into everyone's bowls, and gave each person a phrase of praise or gratitude as she did so. The situation shifted from nobody wanting to eat the last pieces of food initially to some waiting for their turn to have a piece.

Rachel's positive communication deeply permeated our team, and helped us notice and appreciate other members to a greater degree.