

The Human Moment Huddle

A weekly rhythm for keeping Omotenashi visible, specific, and repeatable without turning it into another program.

1 minute - Reset

Read the line: *When in doubt, just be human*. Ask everyone to put the dashboard aside for ten minutes.

3 minutes - Tell one story

Who anticipated a need, understood something deeper, or made a genuine connection this week? Use a real name and a real moment.

2 minutes - Name the behavior

What exactly did the person do? Why did it matter? Make the behavior clear enough that someone else could repeat it.

2 minutes - Remove one friction point

Where did a policy, process, tool, or handoff make it harder to care for a customer or coworker? Choose one owner.

2 minutes - Commit

What is one small thing the team will try before the next huddle?

This week's human moment

Use this page during the huddle, then keep it visible until the next one.

Person recognized and the specific behavior

Why the moment mattered

Friction point and owner

One small team commitment

What we will look for next week
