

Start With One Small Thing

A simple conversation that turns Omotenashi from a philosophy into one repeatable team behavior.

The opening

Read this aloud: *Omotenashi is not a program and it is not a script. It is what happens when we slow down long enough to notice a need, trust our people to act, and choose the human response.*

1. Notice

Where in our customer or employee journey does the experience still feel more like a process than a relationship?

2. Empower

Where do our people need more trust, flexibility, or permission to do the right thing in the moment?

3. Choose

What is one small action we can repeat this week that better reflects 'Your Happiness is My Happiness'?

4. Name it

Who will own the action? When will we try it? How will we recognize the behavior when we see it?

Our one small thing

*Close the huddle by asking: **What would make this easier to repeat every day?***