

NRI Manila's Japanese Cross-Cultural Understanding Training for BPI MS Insurance Corporation

Nomura Research Institute (NRI) recently conducted a successful Japanese Cross-cultural Understanding (CCU) program for BPI/MS Insurance Corporation (BPI MS). Among the participants included various team members, ranging from staff to managers across different departments.

The CCU training focused on equipping BPI MS employees with the skills to navigate cultural nuances in the workplace. It provided insights into potential conflicts caused by cultural differences, and strategies for managing these conflicts for effective collaboration across differences. Key concepts like HoRenSo (communication method which commonly practiced in Japanese organizations) were introduced as tool for bridging cultural gaps in management style and essential Nihongo phrases for building stronger relationships.

CCU serves as the starting point for fostering effective communication and collaboration within the organization. Building on this foundation, multinational companies can develop their own unique culture and identity that integrates diversity.

NRI is committed to helping organizations like BPI MS achieve multicultural harmony in the workplace. By supporting organizations' strategic initiative, NRI reinforces its leadership in facilitating cross-cultural understanding and driving organizational transformation for Japanese companies in the Philippines. The program was delivered by Makiko Takaoka (General Manager, NRI Manila) and Chie Yamashita (HROD Consultant), with support from Adriana Mimis (Business Analyst).



**Envision the value,
Empower the change**