

## The "PROSOCIAL" Approach - A Practical Development for Organizational Activities in Japan

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Startline

Startline Co., Ltd. CBS Human Support Research Institute.

### (Startline Co., Ltd Today)

Startline, Co.Ltd. provides consulting and operates satellite offices and indoor farms for employment support for people with disabilities. Currently, 200 companies are using the our service, and about 1,300 people with disabilities are working there every day.

Startline's CBS Human Support Research Institute has been conducting research on RFT and ACT a comprehensive approach to human behavior. As one such initiative, we are researching and preparing for the practical development of the PROSOCIAL approach.

# Practical approach based on CBS (social and cultural issues) Organizational Performance rvices for Adults Flexibility Acquisition of symbolic language skills RF Skill Training Relarional Frame Theory Multi Level Selection theory Applied Behavior analysis

Fig.1 Practical approach based on CBS (social and cultural issues)

#### (Purpose)

For Japanese companies, employment of people with disabilities has two aspects: compliance with laws and regulations, and the realization of ideals such as the concept of diversity. In any case, companies need to accept and build a different way of thinking from the conventional way of corporate management, but many companies are struggling in the early stages of their efforts.

Therefore, we are aiming to apply our services through PROSOCIAL, one of the practices of CBS. In this presentation, I will report on the status of some of the PROSOCIAL approaches that we are implementing.

#### **PROSOCIAL Initiatives at Startline**

- (1) Participated in the Workshop of the 17th ACBS World Conference
- (2) Translated the book "PROSOCIAL" into Japanese.
- (3) Working on publishing the Japanese version of the book "PROSOCIAL"
- (4) Conducting trials of the PROSOCIAL approach in Startline
- (5) Conducting training for PROSOCIAL facilitators organized by Dr. Atkins.

#### Trial approach of PROSOCIAL

Participants: 7 staffs of CBS Human Support Research Institute. all participants had read the Japanese version of "PROSOCIAL".

Method: Group sessions with the author as facilitator,3 sessions on a monthly basis.

Step1: Draw a Personal Matrix: Learn the outline of PROSOCIAL. Draw personal matrix and share the results.

Step2: Draw a Collective Matrix : All participants put together a group matrix based on the personal matrix (Fig.3).

Step3: Discuss and summarize CDP1-5: Show the CDP comment box on the matrix and Consider and summarize what to put in the Fig.2 Steps of PROSOCIAL trial



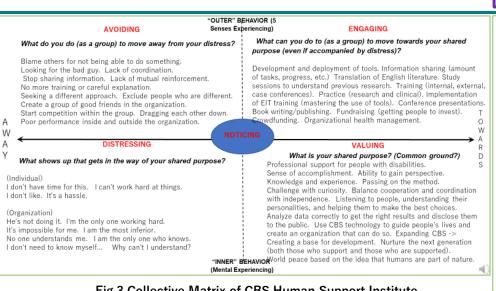


Fig.3 Collective Matrix of CBS Human Support Institute

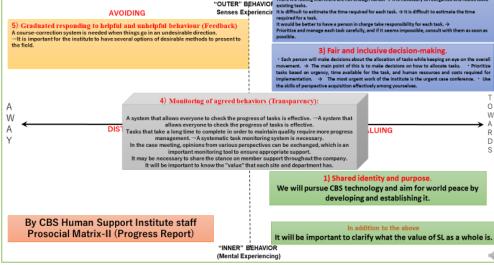


Fig.4 Results of the CDP discussion in CBS Human Support Research Institute

#### The Effect of PROSOCIAL Approach

#### Before the PROSOCIAL trial

After the PROSOCIAL trial

- · Top-down project
- Top-down role instruction
- Inadequate confirmation/
- reporting and stagnation of work Overwork and unbalanced workload
- Position as a hierarchical relationship
- · Open discussion about the project · Role assignment based on overall review
  - · Periodic confirmation of progress and revision of plans
  - · Early help and active cooperation and sharing
  - · Position as a cooperative division of roles

#### Practical challenges of PROSOCIAL

- OA deep understanding of PROSOCIAL is essential to play the role of facilitator.
- Olt is necessary to create an environment in which all participants can actively and spontaneously participate.
- Ocontinued collection and sharing of practical examples is desirable in order to lead to a wide range of practices.



#### **[PROSOCIAL Facilitator Training Japan@Startline]**

We are conducting a PROSOCIAL Facilitator Training (PFT) with Dr. Paul Atkins and Dr. Yukie Kurumiya of PROSICIAL.world, with the aim of realizing the broad practice of the PROSOCIAL approach in Japan.

Facilitators: Dr. Paul Atkins and Dr. Yukie Kurumiya, Interpreter: Dr. Yuka Koremura

Participants: 21 Startline employees in a variety of positions, including a board member.

Period: 6 training sessions of 3.5 hours per session every 2 weeks from April to July, 2021

Method: Remote web-based training using Zoom environment (Australia x America x Japan) ( Various Japanese materials were prepared to ensure smooth implementation of the training)

+ Self-learning and practice using the contents provided by the facilitator

(To promote the implementation of self-study and exercises,

the progress of each participant was made transparent (Fig.5))

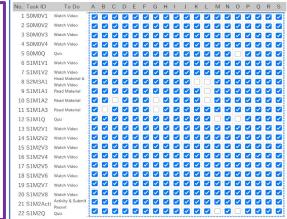


Fig.5 Progress transparency tool for PFT tasks.

#### Expected effects of PFT

- Further activation and facilitation of communication in Startline.
- Sharing of issues and problems, practical consideration of effective measures, and improvement of implementation capabilities
- Deeper understanding of and active participation in the CBS approach.
- To increase awareness and willingness to participate as a leader in the evolution and creation of organizational and social culture, and to promote action.

- Introduce the know-how gained through PFT to Startline operations to improve work performance.
  - To create a new organizational human support service using the PROSOCIAL approach.
  - To provide and develop systematic human support services using the PROSOCIAL approach
- To share information on the implementation and results of these approaches through ACBS and