

## Kenji Matsushita Communication Transcript

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Interviewer: So we're here with Kenji Matsushita talking about leadership and communication. Kenji what communication skills over the years have you developed to be a more effective leader?

Kenji: I think the biggest one for me is listening. I really try to listen and understand people or ask questions so that I really do understand. I was talking to a young engineer we have just met today. Um he's from India and he's only been here short term and he's trying to explain some of the challenges he's having and it was really listening skills that helped me understand what he was really trying to get at and not just assume that I knew what he was talking about. There's a term that, "Your tongue can make you deaf." If you're talking then you're not listening to the issue. Also, my mother was a good social worker and that rubbed off on me. She taught me how to get people to open up and really get to the true feelings and underlying issues that are easy to miss. So, that's been a pretty good skill as well. I don't let people fester problems either. I just say, "Let's get to the bottom of this." I think that's been a big one too.

Interviewer: Well, Kenji thank you very much for your time today. We've gained a lot of important insights into leadership and communication. Thank you.

Kenji: Pleasure.