

## Narration

A society in which everyone  
can live comfortably in their own unique way.

## Yuki Kai / In charge of DE&I promotion

Japan's working population is declining, and we're facing a situation where there simply aren't enough people to fill the jobs. On top of that, there's a global indicator called the Gender Gap Index, and Japan ranks around 120th, which is extremely low. Honestly, I think it's fair to say that we're falling behind.

Up until now, the mindset has been something like, "As long as those who can focus only on work are doing their best, everything will be fine." But I don't think that approach will allow companies to survive in the mid-to-long term.

I believe the ability to recognize this issue and take meaningful action will determine whether a company thrives or struggles in the future.

## Hajime Miyazaki / Head of Business Development

Promoting diversity is an essential part of corporate governance and something that companies need to address from a management perspective.

At the same time, I believe diversity itself can become a source of competitiveness for businesses. In this fiercely competitive world, investing in people and gaining an edge through them is crucial.

We hope to contribute by focusing on those areas and helping companies succeed through their people.

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This was the inspiration behind the development of karafuru AI.

Through dialogue with AI, users can be made aware of the unconscious biases that affect their perspectives and encouraged to reconsider how they communicate with others in the workplace.

Let's take a look at what this service can actually do.

karafuru AI can provide 1-on-1 training for various situations that arise in the workplace.

For example, when offering a promotion to a female employee, she may say, "Thank you for recommending me for a management position. However, I feel that my skills are not suited to that position, and I am satisfied with my current job." If you were her supervisor, how would you respond? Please answer in your own words.

Once you press the "Answer" button, AI will immediately give your response a score on a 5-rank scale. This evaluation can give you the opportunity to learn how to improve certain points of your response.

AI will also provide you with sample responses. You can use the phrases and keywords it offers as a reference for different ways to respond.

It also shows advice from experts on ways to change your behavior in such situations.

It includes advice on certain things to watch out for and how to change your actual behavior, so it also serves as a valuable learning tool.

In addition to promoting the participation of women in the workforce, karafuru AI also offers a variety of other situations to learn about, including gender equality, age diversity, and diversity in working styles.

### Hajime Miyazaki / Head of Business Development

There are three key challenges we aim to address. First, ensuring that employees can engage with the initiative on a personal level. Second, creating a framework that allows us to approach each individual employee directly. And third, making it sustainable over the long term.

To drive behavioral change, it's crucial to continuously address "unconscious biases" in daily actions. That's why we've developed a service using a web tool powered by generative AI to help tackle these challenges in an ongoing, effective way.

### Masako Arakane / DE&I experts (Partner firms' representatives)

This time, we designed scenarios for one-on-one sessions. We first thought about what kind of situations would make it easier for people to personally relate to the issues, or even if they've never had such experiences, how they might approach them if faced with similar challenges.

Of course, subordinates also have their own assumptions and biases. By carefully understanding and addressing the unconscious biases on both sides, it becomes possible to respond more appropriately. So, the focus was on how to incorporate these elements into the scenarios and guide them toward solutions that effectively address or eliminate those biases.

## Yuki Kai / In charge of DE&I promotion

I believe this approach is highly effective and cost-efficient—it allows individuals to reflect on themselves through AI without needing guidance from someone else, all in a simple and efficient way. I hope that, through this process, people's mindsets will gradually shift and it will serve as a stepping stone toward a society that embraces diversity.

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karafuru AI can help create a more comfortable workplace by making us more aware of our own unconscious biases and assumptions and speaking with consideration for others.