

[Abstract]

This computer system comprises a reception means for receiving the characteristic of a member in an organization, a determination means for determining that the member is in
5 a certain situation among a plurality of situations, an acquisition means for acquiring an evaluation by a first person on communication done to the first person in the past, and an output means for outputting advice on communication to the member under the situation on the
10 basis of the situation, the characteristic of the member, and the evaluation.

FIG.4