

Working Effectively with Japanese Culture

Course Objectives

- Gain an understanding of Japanese culture, communication style and working practices to be more effective when working with your Japanese colleagues.
- Analyse your preferred communication style and identify how you need to modify it when dealing with Japanese people.
- Have opportunities to practice work situations which will allow you to build rapport with people more easily.

Course Content

Welcome, Introduction and Agenda

What We Already Know: Delegates to share their prior experience and knowledge of the Japanese.

Know Yourself: How has your culture shaped your values and behaviour? What is “normal” behaviour?

Why We Behave in the Way We Do: An introduction to cultural awareness.

Understanding Key Japanese Cultural Values

- Country overview, regional positioning
- Geography and natural disasters and the impact on the Japanese ‘mindset’
- Historical highlights, 250 years of isolation
- Economy and government
- Education system
- Culture: values, behaviours and preferences

Japanese Business Culture

- ‘Wa’ – social harmony, a concept integral to understanding the roots of Japanese culture
- Japanese collectivist culture – the emphasis of the ‘group’ over the ‘individual’
- The importance of relationships and networking
- Attitudes towards hierarchy and status
- ‘Ringi’ – the decision-making process and non-confrontational problem-solving
- Time: Attitudes towards deadlines and schedules
- ‘Kaizen’ – continuous improvement and long-term approach

Intercultural Communication

- Understanding the Japanese language
- ‘Kao’ – ‘face’ issues, honour, reputation, saying ‘no’ publicly, reactions to expect
- Japanese naming conventions and titles
- Using ‘Global English’
- Remote Communication Top Tips
- Visiting Japan: etiquette and making a good impression

Strategies for Working Effectively Together: Delegates put together an action plan of practical dos and don'ts with useful tips that will help cement relationships and get the best out of multi-cultural working.

Summary, Questions & Answers, Close

Course details

Duration	1 Day
Max delegates:	14 Face to face 14 Virtual

For prices and dates please get in touch
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