



Intercultural Skills: Japanese Cultural Awareness

delivered by:



Course Objectives

- Increase awareness of your own cultural values and how these compare with the Japanese
- Become aware of communication problems and the steps to take to avoid misunderstandings
- Learn more about Japanese social and business practices

Topics Covered

Introduction by Course Leader, objective setting, delegate expectations and agenda. This opening session reviews basic facts about Japan including geography, major industries, historical highlights, today's challenges and an overview of the Japanese workplace.

Why Culture?

- Definition of culture
- How do they see you? How do you see them?
- Using cultural differences to your advantage

Underpinning Behaviour of Japanese Society

Delegates learn about:

- Japanese deference to authority
- Humility and respect
- Nenko, the seniority-based system in the workplace
- The use of silence
- Wa (social harmony)
- Kao (face)
- Ringi (decision-making process)
- Uchi no Kaisha "Our Company" and the
- Japanese focus on customer service

Characteristic Traits of the Japanese

- The "Japanese" style of communication
- Verbal and non-verbal
- Values and Preferences
- Business and Personal Relationships

Management Behaviours

- Leadership
- Meeting format
- Language of management
- Presenting to the Japanese
- Conflict and resolving disputes
- Negotiating style



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Video-Work: 30 minute video entitled 'Working with the Japanese'

Exercise: Appearance versus Reality

Delegates are challenged to consider a series of stereotypical statements and explain the 'reality' of such behaviours and values by taking the role of the Japanese and seeing things through their eyes.

Conclusion: Practical Steps to Take - Communicating with the Japanese Learner Review, Action Planning & Course Evaluation

This final session provides a formal opportunity for delegates to personally summarise and record what they have learned during the Workshop, the different approaches they will consider and test-out back in their workplace and key learning points to apply in the future.

This workshop is highly interactive and contains case-studies, role-plays, video work and exercises. This allows the delegates to achieve a greater understanding of their own cultural values, followed by understanding, respect and finally the ability to reconcile their views with the Japanese.

Maximum number of delegates: 12

**Cost: Members - 2 units, £300 +VAT
Non-members - £450 +VAT**

To register please email our Training Co-ordinator on registrations@thelearningcollaboration.com