

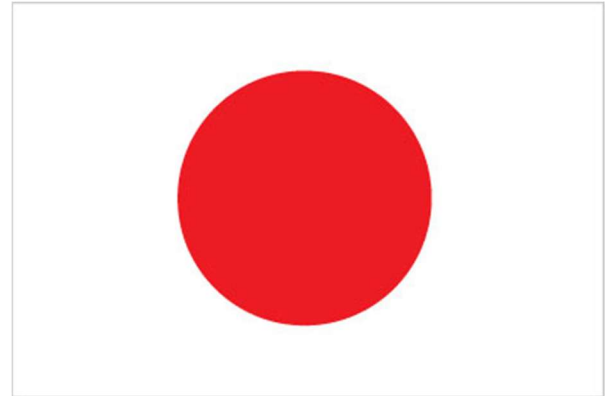


COMMISCEO GLOBAL

**Country Specific
Cultural
Awareness
Training: Japan**

Thank you for your interest in our Japan training.

We do not have set courses – all our courses are designed and delivered per every client's needs.



To give you a flavour of content in a Japan cultural awareness course, we have an example outline for a day's course below.

The course you receive will differ depending on who is taking the course, why, where and how. For example, a Westerner moving to live and work in Tokyo will need to cover different topics to someone trying to remotely work with a manager based in Tokyo. Similarly, a social marketing team targeting the Japanese youth market will need something very different to a team of IT engineers visiting the country for a 6-month contract.

Course length can also vary from 2 hours to 3 days.

No matter what your interest in Japan, we can help.

Please [contact us](mailto:info@commisceo-global.com) to discuss your needs. We can then best advise on the course best suited to your needs.

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Sample One-Day Course

Content: Doing Business in Japan

Introductions

- ✓ *Introduction to the programme*
- ✓ *Personal learning objectives*
- ✓ *Why focus on culture? Culture and its implications in international business*
- ✓ *Developing cultural self-awareness exercise*

Background to Japan

- ✓ *Cross-cultural analysis: the people, the land, industry/economy*
- ✓ *Doing business in Japan: probably the biggest potential for cross cultural misunderstandings*
- ✓ *Japan's history: from an isolated island to a West-oriented course in politics and economy*
- ✓ *The economic & business environment in Japan today*
- ✓ *Japan's position in the world today*

Mapping Japanese culture and values in business

- ✓ *Defining Japanese culture and values*
- ✓ *Overview of Japanese business management and organisation style*
- ✓ *Group orientation: compromise and self-discipline*
- ✓ *Building relationships: 3 paramount factors in building relationships*
- ✓ *Proxemics*

Doing Business the Japanese way

- ✓ *General business etiquette and protocol*
- ✓ *Business card protocol*
- ✓ *Underpinning influences on the behaviour in the work place*
- ✓ *Effective communication: verbal and non-verbal, direct and indirect, formal and informal,*
- ✓ *Tips on the effective use of virtual communication: e-mail, telephone and teleconferences*
- ✓ *Use of international English in the business context*
- ✓ *Formality when conducting business*

- ✓ *Hierarchy in doing business*
- ✓ *Presenting to a Japanese audience*
- ✓ *Networking in Japan*
- ✓ *Giving and receiving feedback*
- ✓ *Taboos*
- ✓ *Handling disagreements and conflicts*
- ✓ *Useful phrases*
- ✓ *Conducting a meeting in Japan*
- ✓ *Scheduling a meeting*
- ✓ *Negotiation tactics*

General tips on social etiquette

- ✓ *Table manners and local cuisine*
- ✓ *Payment protocol: who pays for diners*
- ✓ *Gift giving*
- ✓ *Reciprocating*
- ✓ *Accepting invitations and inviting*

Critical incidents and scenarios

- ✓ *Analysing and examining challenging situations*
- ✓ *Developing key list of best practices*
- ✓ *How to develop fruitful relationships with Japanese counterparts*

Summary

- ✓ *Questions and answers*
- ✓ *Reviewing personal learning objectives—have these been met?*
- ✓ *Action planning*
- ✓ *Training evaluation*

For more information, please contact:

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