

Babel

LANGUAGE AND CULTURAL TRAINING



Our **Doing Business in Japan** programme will help you gain an understanding of Japan's work culture and business organisation so that you will become more effective when working with your Japanese counterparts. We will provide tips for communicating clearly and offer opportunities to practice work situations to allow you to build rapport, influence and reach agreement with your Japanese colleagues more easily.

The programme is led by experienced cultural trainers who have an appreciation and understanding of cultural differences having lived and worked overseas for many years. It will provide you with a framework of practical, actionable advice.

Programme objectives:

This tailored programme will help you:

- 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

DOING BUSINESS IN JAPAN

COURSE OUTLINE

Course Design

This course is designed to be delivered either face-to-face or in live online modules and offers opportunities to contribute to polls, annotate slides, take part in exercises, and participate in group discussions.

Course Duration

Face-to-face: 1 day or half day
Online: Two x half-days or four x 90-minute modules.

Group Size

We recommend a maximum group size of 14 but larger groups can be accommodated.

Course Fee

Our fees depend on the course duration, how many participants will be attending and the scale of the overall program. We are happy to work within a defined budget.

Contact

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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.



Language Training

Babel offers inspiring and interactive lessons in all major languages from Beginners to Advanced. Tailored to your own specific goals and scheduled at a convenient time, you'll receive support and motivation from your own native-speaking tutor.

Cross-Cultural Training

Cultural competency is a skill for anyone working in a global organisation. We help people recognise and understand the inevitable cultural differences they encounter and develop the skills necessary to successfully manage these differences.