

## **Japanese and American Cross Cultural/Cultural Awareness Training**

### **Course Summary**

#### **Description**

Knowing what to look out for when working in a cross-cultural environment can make it less confusing and can help to avoid unintended or accidental misunderstandings! Understanding similarities and differences is the theme of this half-day introductory course that covers the key differences and similarities between typical American culture and typical Japanese culture, and how these cultural differences and similarities play out in the daily business world.

Note: This course is focused on working effectively within a large Japanese owned or controlled organization versus doing business with a Japanese organization as a vendor or customer.

#### **Objectives**

At the end of this course, students will be able to:

- Have a better understanding of the general Japanese mind-set and the general Japanese approach to business and working together in a large corporation
- Have a better understanding of how to work more effectively with Japanese colleagues
- Have a better understanding of the basis for Japanese business decisions
- Be able to introduce themselves to Japanese business colleagues using proper business etiquette
- Know how key cultural differences play out in the day-to-day business environment

#### **Topics**

- An introduction to Japan; the Japanese; and Japanese beliefs, culture, values, ethics, customs and national character
- A review of general cross-cultural (mis)perceptions
- A review of key differences between Japanese and American Communication Styles
- Breaking cross cultural stereotypes
- General Japanese social etiquette and protocol
- Key Japanese cultural expressions in a business context

#### **Audience**

This course is ideal for anyone working in a North American cross cultural environment who wants to better understand Japanese culture, and the Japanese way of working and doing business.

#### **Prerequisites**

There are no prerequisites for the class.

#### **Duration**

½ day

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### **Course Outline**

- I. An introduction to Japan; the Japanese; and Japanese beliefs, culture, values, ethics, customs and national character**
- II. A review of general cross-cultural (mis)perceptions**
- III. A review of key differences between Japanese and American Communication Styles**
- IV. Breaking cross cultural stereotypes**
- V. General Japanese social etiquette and protocol**
- VI. Key Japanese cultural expressions in a business context including**
  - A. The concept of 'face'
  - B. Communication – verbal and non-verbal
  - C. Understanding "yes and no"
  - D. Basic business card etiquette
  - E. Gender issues in the office – "Salary Men" and "Office Ladies"
  - F. Japanese decision-making style – the importance of consensus
  - G. Understanding the Japanese sense of quality and customer service
  - H. The importance of:
    1. Harmonious relations
    2. Proper form
    3. Hierarchical order and organization
    4. Situational principle
    5. Meaningful silence
    6. Being inside/outside of a group
    7. Social reciprocity and gift exchange
    8. Apparent double standards in behaviour