

– 2 day skill development workshop for further business success in Japan

# Day 1

Program for :

Date/time	Contents	Learning Method
10:00 -10:15	<b>The course outline:</b> Purpose, goals, method	1. Course Syllabus 2. For effective cross-cultural skills
10:15– 11:00	<b>1. Develop attitude / emotional skills for cross-cultural work environment</b>  (1)your cultural gap experience (2)Process of adaptation stage (3)Types of negative responses	<b>Short exercise (20min): Activity 1.1</b> your cultural experience.  <b>Lecture (20 min): Reading 8.1</b> • The process of adaptation • Negative response  <b>Short exercise(35min): Activity 1.5</b> Recognize types of ineffective responses  <b>Short exercise(20min): Activity 1.2</b> Analyze your adaptation stage, cross cultural coping skills
11:00-11:15	Short Break	
11:15-12:15	<b>2. Develop cognitive skills for cross-cultural work environment</b>  (1) layer of culture  (2) moving beyond stereotypes	<b>Lecture (30min)</b> • Culture onion  <b>Reading 4.3</b> Cultural challenge at work  <b>Short exercise(30min) : Activity 2.6</b> stereotypes
12:15-13:15	Lunch Time	
13:15-14:15	<b>(3) knowing your personal culture</b>	<b>Short exercise(60 min): Activity 3.2, 3.4</b> my Culture flower
14:15-14:30	Short Break	
14:30-16:30	<b>(4) Business Culture Briefing Japan:</b> Organization Model/ your role Decision Making style, Body Language , Business Value (Quality requirements, “Customer is God?”, modesty,) etc. Communication style:	<b>Lecture (80min) :Reading 1.1</b> Business Culture Briefing Japan     <b>Exercises/ Role-playing (40min)</b> <b>Activity 5.</b> Ho-Ren-So?

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Program for **Day 2** :

Date/time	Contents	Learning Method
10:00-10:40	<b>The course outline:</b>	1. Course Syllabus
10:40 – 11:15	<b>Cross-Cultural Trouble cases with Japanese counterparts</b>	<b>Case Study : Reading 8.3, Reading 1.1</b> 1. M & A : publishing company 2. British development engineer facing his counterparts in Japan 3. RADAR analysis : your case
11:15-11:30	Short Break	
11:30-12:30	<b>3. Develop effective cross-cultural communication</b> (1) Communication theory (2) Communication skills	<b>Lecture (60 min): Reading 8.2</b> Cross-cultural and virtual communication skills
12:30-13:30	Lunch Time	
13:30-15:30	<b>Active listening skill</b> Pacing, non-verbal communication Rapport building, <b>Questioning</b> (open-ended), Paraphrase <b>Expression skill:</b> Non judgmental summary “T” sentence	<b>Exercise(120min): Active listening</b> <b>Questioning, paraphrase etc.</b>
15:15-15:30	Short Break	
15:30-16:30	<b>Conflict –solving skill:</b> DIEC method	<b>Lecture &amp; Role play (60 min)</b> <b>Activity 6:</b> Case: a staff being late for a meeting Case:
16:30-16:45	<b>Course Evaluation</b>	