

– To work better with Japanese ~3 day cross-cultural business skill development workshop for Non-Japanese staff ~

Day 1

Program for _____ :

Date/time	Contents	Learning Method
Day 1 10:00 -10:30	The course outline: Purpose, goals, method	<ul style="list-style-type: none"> ● Exercise 1 (20 min) Talking about your background and experiences ● Lecture: For effective cross-cultural business skills ● Course Syllabus
-11:20	1. Develop attitude / emotional skills for cross-cultural work environment (1) your cultural gap experience (2) Types of negative responses	<ul style="list-style-type: none"> ● Exercise 2 (20min): Analyze your cross cultural coping skills ● Exercise 3 (20min): Recognize types of ineffective responses to cultural gap experiences
15 min	Short Break	
-12:30	2. Develop cognitive skills for cross-cultural work environment (1) layer of culture (2) knowing your personal culture (3) 6 steps for cross-cultural effectiveness	<ul style="list-style-type: none"> ● Exercise 4 (10min): Who made the following Stereotypes ● Exercise 5 (15min) : Stereotypes? Generalization? ● Exercise 6 (10 min): my culture flower ● Exercise 7(20 min) : Business culture influencing me ● Lecture: Six steps to improve cross-cultural performance
1 hour	Lunch Time	
13:30-17:00	(4) Business Culture Briefing of Japan: Wa, Omoiyari, Virtue of saying I'm sorry, HRM in Japan, Groupism, M model vs.O model Decision Making style :Ringi system,Business Value: Quality requirements, "Customer is God?", Punctuality, "What does a contract means to Japanese?"	<ul style="list-style-type: none"> ● Lecture (80min) :Reading Business Culture Briefing Japan ● Exercises/ Role-playing (40min) ● Lecture (80min) : Business Culture Briefing Japan ● Quiz on Japan ● Quiz: Mr.Goto (HRM) 's decision. ● Case study: What "Noki" –Due– means to

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Day 2

Program for :

Date/time	Contents	Learning Method
Day 2 10:00-	The course outline:	Course Syllabus Confirming Today' workshop objectives
10:10-11:10	1. Business Culture Briefing of Japan: Communication style: Language family of Japanese High context vs. Low context	<ul style="list-style-type: none"> ● Role play (30 min): cross-cultural communication skills for native speaker to communicate with non-native English speaker
15min	Break	
11:25-12:30	Process oriented communication=Ho-Ren-So	<ul style="list-style-type: none"> ● Exercise Ho-Ren-So? RADAR analysis : your case
12:30-13:30	Lunch Time	
13:30-17:00	3. Develop effective cross-cultural communication (1) Communication theory (2) Communication skills Questioning (open-ended), Expression skill: Non judgmental summary "I" sentence DIEC Method	<ul style="list-style-type: none"> ● Lecture (10min) : Cross-cultural communication skills ● Exercise2.(20min): Non-judgmental Summaries ● Exercise 3. (30 min)Effective Questioning ● Role Play (30 min) DIEC method: on your assignment in Japan

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Program for **Day 3** :

Date/time	Contents	Learning Method
10:00-	<p>What kind of troubles can you expect in working with Japanese counterpart?</p> <p>Learn from past experiences</p>	<p>● Case study 1 (60min): What matter is the time !</p> <p>A. worst scenario of Mr. Sato (project manager of mobile phone content provider)</p> <p>B. Time perception of Mr.KumarWhat a big loss!</p> <p>Briefing of Time guideline to work with Japanese</p> <p>● Case study 2 (30min): What matter is a teamwork communication (Ho-Ren-So)!</p> <p>What went wrong with that trouble shooting?</p>
1 hour	Lunch Time	
13:30-16:30	Simulation	<p>● Group work simulation (2-3 hours):</p> <p>Discuss the best strategies on 6 business scenarios, and make action plans to work better with Japanese team members. Share the result at a plenary session, and decide “Most Japanese Award” winner.</p>
16:30-17:00	Summary	<p>Reflection</p> <p>Action Planning</p>