

E-learning Training Program

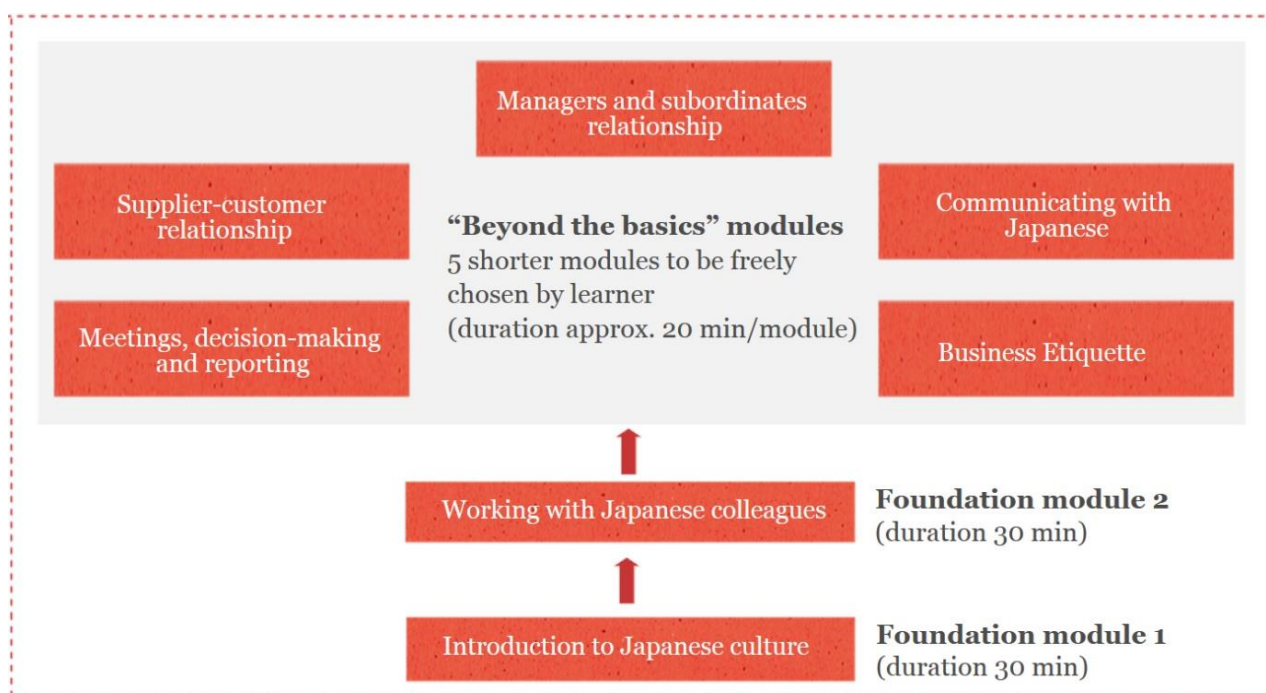
“Working and communicating more effectively with Japanese colleagues, customers or suppliers”

In this e-learning series, non-Japanese staff will learn everything they need to know to work successfully with Japanese colleagues, clients or suppliers in a modern business environment.

The series consists of two foundation modules and five shorter modules “beyond the basics”. The first two modules are the basis of this program and cover the most important geographical, historical, philosophical and educational traits and their impact on Japanese culture and business culture.

Key concepts of Japanese culture are explained in detail, with practical tips for dealing with them in the workplace. The five specialized follow-up modules can be taken in any order and focus on topics such as communication, information sharing, decision-making and supplier-customer relationships. The program includes many relevant case studies, videos, interactive exercises and a quiz at the end of each module. Participants can stop and restart modules at any time.

Overview of the 2 “foundation” modules and 5 specialized “beyond the basics” modules



The objectives of this e-learning training program are to:

- Constructively approach cultural differences
- Acquire a deeper understanding of Japanese business culture
- More effectively communicate and work with Japanese colleagues or clients

Training program methodology:

- We take participants on a journey in which they learn facts that help to explain Japanese culture, compare characteristics their own cultural experience, and then move on from recognizing gaps to seeking solutions.
- We encourage participants to look at cultural differences in a positive way and seek collaborative change.
- The approach is practical, and participants leave with tools to change the way their work with Japanese colleagues immediately.

After completing the modules, learners will:

- Be more aware of their own assumptions and cultural preferences
- Understand the roots and key concepts of Japanese business practices
- See the positive aspects of cultural differences and avoid judging
- Possess tools to improve communication and team work with Japanese colleagues and clients
- Improve their efficiency and effectiveness in the workplace

Foundation module 1 is recommended for all employees whereas employees with frequent interactions with Japanese colleagues or customers should progress to foundation module 2 and beyond.

Modules Content

Foundation module 1 “Introduction to Japanese culture”

Audience: Colleagues with no or very limited interaction with Japanese colleagues

Objective: Participants will get an overview of Japanese culture and its influence on business.

What participants will learn: what culture is, its relevance in the work place, the "iceberg" model, and the influence of geography, geology, history, religion and philosophy on the Japanese culture.

Length: approx. 30 minutes

Foundation module 2 “Working with Japanese colleagues”

Audience: Colleagues with frequent interaction with Japanese colleagues or customers in or outside of Japan.

Objective: After understanding the role of culture in the workplace in module 1, participants will get a quick primer on how to work with Japanese colleagues or clients on a day-to-day basis.

What participants will learn: The influence of the Japanese education system on business and how it differs from the education system of the participant, how the concept of group and hierarchy affect business relationships in Japan, how to understand what is behind “yes,” different Japanese cultural orientations and their impact on business (such as gaman/gambarimasu, shame and form/formality), and characteristics of Japanese communication style to improve interactions.

Length: approx. 30 minutes

“Beyond the basics” modules

Objectives: Depending on their line of work and respective needs, participants will select different modules to learn more about solutions to typical challenges, best practices and Japanese business specificities in order to become more efficient in their daily work and communication.

Length: approx. 20 minutes per module.

Please note that these modules do not have to be taken in a special order.

Module “Meeting, decision-making and reporting”

How to be involve in decision making (*nemawashi*), how to meet expectations regarding reporting and information sharing, and how to initiate changes

Module “Supplier-customer relationship”

Customer services, quality and how to deal with claims

Module “Managers and subordinates relationship”

Giving and receiving feedback, negotiating targets/deadlines

Module “Communicating with Japanese”

Exploring and comparing different communication styles (high vs. low context communication), verbal and written communication

Module “Business Etiquette”

From the meeting room to the bar: how to behave properly (how to greet a Japanese person, business card exchange, seating arrangement, gifts, table manners, discussion topics, dress code, punctuality, how to address a Japanese person, etc.)