



Juri Yoshida

**International Motivational Speaker
Certified Trainer and Assessor**

Japanese Working Culture

(This course unlike the Japanese Crash Course concentrates more on building the working relationship with Japanese colleagues. This course does not include the language module as in the Japanese Crash Course. This is a Full One day course.)

Objectives

- A. To learn how to work with Japanese colleagues
- B. To learn how to build long term relationships with Japanese colleagues
- C. To learn and understand Japanese Working Culture and protocol.
- D. To understand how to build trust and rapport with Japanese colleagues.
- E. To build long term working relationships with Japanese colleagues.

Outline

Part A: Japanese Business Culture and Protocol (3 hours)

- 1. Appointments with Japanese People
- 2. Business Dress in the Japanese Business Environment
- 3. General Guidelines in Business Conversation with Japanese people
- 4. Addressing Japanese People
- 5. Omiyage (Gifts) (Receiving and Giving)
- 6. Business cards in Japan
- 7. Before negotiations/Discussions with Japanese People
During negotiations/Discussions with Japanese People
- 8. Japanese Business behavior
- 9. Additional Information about Japanese people

Part B: Japanese Business Protocol (3 Hours)

- 1. Tatemae and Honne (Face Value and Honesty)
- 2. The Kaizen Protocol
- 3. The Nemawashi Protocol

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4. The Senpai - Kouhai Protocol
 5. The Japanese Business Psychology based on D.I.S.C*
 6. Corporate Behaviour based on the Nippon Keidanren**
 7. The Trust Model (Covering both Old and New Japan)
 8. Understanding Keiretsu and the Modern Working System

Part C: Common Japanese Business Language and Greetings (2 Hours)

1. The Japanese Language Formality System
2. Common Business Greetings
3. Onegaishimasu
4. Common useful conversations
5. Conversation Etiquette and protocol

* DISC is the four quadrant behavioral model based on the Dominance, Influence, Steadiness and Conscientiousness of human beings.

** The Nippon Keidanren is also known as The Japan Business Foundation.

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