

## COMMUNICATING WITH JAPANESE PROFESSIONALS

### Training Description

Communication between individuals is complex and significantly impacts professional relationships. When people from different cultural backgrounds work together, communication becomes even more challenging.

Intercultural communication is a strategic lever for economic intelligence.

The core thread of this training is the development of cultural intelligence to help you communicate more effectively with your Japanese counterparts.

### Learning Objectives

- Understand the foundations of Japanese culture
- Understand working methods
- Build and sustain professional relationships
- Avoid commercial failure risks
- Negotiate more effectively
- Improve communication
- Manage conflicts
- Motivate your multicultural team
- Manage projects within your multicultural teams
- Understand and develop your CULTURAL INTELLIGENCE

### Prerequisites

An interest in other cultures. A willingness to reflect on one's own practices. Having completed the prior assessment.

### Pedagogical Methods

Format: In-person or remote training, depending on the option selected.

Method: The training is delivered with a 50/50 balance between theory and practice. The trainer shares theoretical insights and real-world case studies, facilitates discussions and group exchanges, and introduces games and practical exercises related to the content.

Training materials: The training support used by the trainer is provided to participants at the end of the training.

### Technical Requirements

In-person: The trainer uses a presentation, projector (or TV), whiteboards and pedagogical tools. Participants require lap-top equipment.

Remote: The trainer uses a presentation, a video conferencing platform and collaborative tools. Participants need a good internet connection and a computer with webcam and microphone.

### Code

COM – JAP –01

### Duration

2 days (14 hours)

### Number of Participants

Between 2 (minimum) and 20 (maximum).

### Participant Profile

Project managers, Team leaders, Sales directors, Team managers, Sales administration agents

### Training Certificate

Certificate of completion.

### Accessibility

Accessible for persons with disabilities; adjustments available depending on the type of disability (please notify before the start of the training).

### Access Conditions

Minimum 10 days before the training for a funding request.

### Monitoring & Evaluation

- Prior assessment.
- End-of-training assessment (MCQ) to validate skills acquisition.
- Satisfaction questionnaire.
- Attendance sheet signed by participants and trainer, per half-day session.
- Certificate of completion.
- Post-training follow-up (+1 month)

### Trainer

Christine is founder and trainer in commercial & intercultural strategy, specialised in Franco-Japanese business relations. She supports organisations and companies in their international development. She is passionate about cultural diversity.

# TRAINING CONTENT

## Communicating with Japanese Professionals

### Day 1

Ice breaking Review of objectives / problem to be addressed

#### 1. Interculturality and management

Quiz 1 (online): What are the key qualities of intercultural competence?

##### 1.1 Cultural intelligence: definition and awareness

##### 1.2 The cultural iceberg

##### 1.3 We are all a cultural mix

##### 1.4 Intercultural frameworks: key theoretical approaches

Quiz 2 (booklet): Where do you position the cursor of intercultural risk?

Workshops & case studies

#### 2. Foundations of society, impact on the company

This section is adapted to the target culture. It may cover different countries. (here: Japan)

Quiz 3 (online): Knowledge of the target culture and its

professional impact

##### 2.1 General information

##### 2.2 Group vs individual

##### 2.3 An extremely complex language / mindset

##### 2.2 Moral obligation (Giri) and management ethics

##### 2.3 Harmony (Wa) and consensus

##### 2.4 Honne and tatemae

##### 2.5 The decision-making process (Nemawashi)

##### 2.6 Women's place

Questions & answers

Workshops & case studies

### Day 2

Ice breaking review of objectives / problem to be addressed

#### 3. Understanding management style

Quiz 4 (online): What is your corporate culture? **3.1 Implicit vs explicit culture**

##### 3.2 Management style – relationship to hierarchy

##### 3.3 Time management

##### 3.4 Implications for project management style

##### 3.5 Interactions

##### 3.6 Risk management and avoidance

Quiz 5: What is your communication style? (online)

Workshops & case studies

#### 4. Optimise your professional effectiveness and communication: recommendations

(This section is adapted based on the client needs assessment)

##### 4.1 Meetings and non-verbal communication

##### 4.2 The concept of time

##### 4.3 Data management

##### 4.4 Silence

##### 4.5 The art of negotiation

Questions & Answers Quiz 6 (booklet): Personal intercultural profile

– comparison with target profile: Position yourself!

#### Conclusion: key takeaways

Return On Time Invested (ROTI) Satisfaction questionnaire and proposal for ongoing support

Turnkey training available on demand