

Developing Cultural Intelligence – Bridging the Gap between Cultures (Japan)



Training Overview

Malaysia has consistently maintained strong economic ties with Japan for decades. As the second highest Foreign Direct Investor to Malaysia, Japan contributed RM71.6bil in investments in Malaysia during the year 2017. With only further growth on the horizon, working relationships between Malaysians and Japanese are expected to be on the increase. Do you regularly deal with clients or colleagues from Japan? How does their view of time differ from yours? Are you aware of your Japanese manager's expectations of your work? Is it acceptable to reply with a direct 'No' to your Japanese colleague? Through cross-cultural communication training, you will learn to develop Cultural Intelligence that will enable you to successfully address these situations and more.

Course Objectives:

- Have a strong awareness of our own culture and Japanese culture.
- Develop an understanding of how our own culture and Japanese culture affect the way we behave, communicate and react in daily business situations.
- Understand the needs of our Japanese colleagues or business partners and adapt our communication style to ensure a favourable outcome.
- Identify any counterproductive stereotypes and prejudices toward Japanese.
- Develop strategies to be more productive during interaction and communication with colleagues and clients from Japan.

COURSE BENEFITS

- **UNDERSTAND** your own cultural values and the values of people from Japan
- **IDENTIFY** differences in communication styles between you and your Japanese colleagues
- **DEVELOP** strategies to bridge the gaps between your own culture and Japanese culture
- **LEARN** to communicate in a way that builds strong and trusting relationships



CULTURE BOLEH!
GLOBAL TRAINING



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Course Outline

Module 1: What is Culture?

- Understanding what culture is and how it affects us
- Getting to know our own culture
- Cultural values and how they affect your work

Module 2: Measuring Cultural Value Systems of Malaysia and Japan

- An overview of the cultural scale
- Understanding Power Distance within the workplace
 - Management styles across cultures
 - Speak up or keep quiet
- Communication Approach-Indirect vs Direct
 - How do you really feel? Learning to “read the air”
 - The impact of “face saving”
 - Successfully communicating within a high context Asian multicultural team
- Collectivism vs Individualism
 - How important is harmony?
 - Collectivism and the impact on decision making
 - Understanding Japanese efficiency
- Relationship vs Task
 - Just get the job done
 - Do you trust me?
- Caution vs Risk
 - Can you take a chance?
 - Will you offer your opinion?
- A personal evaluation - Where am I now?

Module 3: Communicating Effectively with Japanese

- Using the 4R Strategy to build understanding and avoid judgement
- Understanding our own communication style
- A contrast in communication styles
- Bridging the gap in communication styles

Module 4: Seeing Beyond Bias and Stereotypes

- Common blocks to cross-cultural communication and understanding
- Overcoming counterproductive stereotypes and moving past bias

Module 5: Working Together with Cultural Understanding

- You CAN work together and communicate effectively
- Strengthening collaboration through diversity
- Strengthened by way of diversity

WHO WILL BENEFIT

This two-day program is best suited for:

- **Staff** working regularly with Japanese colleagues
- **Executives** reporting to Japanese senior management
- **Sales personnel** servicing Japanese clients
- **Managers** of global teams covering Asia Pacific



Gaku Yoshimura
Japanese Trainer

Japanese Business Communication
Certified Level II Japanese Secretarial Skill Proficiency
Certified Japanese Language Teacher

An expert in verbal and non-verbal business communication, Gaku is a certified Japanese language teacher and has taught in the language and education field for over 10 years. He currently teaches Japanese to international students undertaking their IB Diploma courses. In addition, Gaku serves as an interpreter and translator, providing services to international companies and organizations to help them successfully communicate with Japanese clients.



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