

We provide training for non-Japanese workers in Japan who wish to know more about Japanese communication traits and business etiquette. *Available in English*

With globalization continuing apace, Japanese corporations are hiring an ever-increasing number of non-Japanese staff. Aside from the language barrier, many of these employees may be confused about differences in culture and customs and feel unable to work to their full potential. This training program aims to provide foreign nationals who have (just) started working in Japan with a deeper understanding of Japanese business customs, etiquette and workplace communication so that they can build fruitful relationships with their colleagues and better exert their abilities in the workplace.

Basic Program

Orientation	Develop the right frame of mind for taking the training.
The cultural differences	Discuss about the cultural differences between Japan and own countries.
The characteristics of Japanese-style communication	Participants learn about the differences that exist between different regions. These are reflected in the values that they uphold and their methods of communication. They will also learn about differences in specific actions. Understand the characteristics of hi-context communication and practice the conversation in workplaces.
Mindset of Omotenashi ~Japanese style hospitality~	This section will focus on learning about Japanese-style hospitality skills cultivated at ANA.
First impressions&Behavior	Reaffirming the importance of first impressions in building personal relationships and objectively observing the first impressions of yourself. In addition, learn key points for making a good impressions on others in a short period of time.
Japanese style business manner	Acquire behavior and manners that make a favorable and trustworthy impression on others with the aim of embodying the basics of business manners.
Summary	