

1: www.enganchecubano.com - business customs

World Business Culture, a company that specializes in global cultural differences, made this astute observation about silence: "In times of stress or difficulty during a meeting, the Japanese will often resort to silence in order to release the tension in the room and allow people to move away from the area of difficulty (to preserve harmony).

Buddhism came from China in the 6th Century and the two religions have co-existed in Japan from that time. Some families may have an elderly parent or relative residing with them. During the second half of the 20th century, new laws were introduced reducing patriarchal authority and awarding greater legal rights for women. During the Meiji era, the government set out to make Japan a democratic state affording equality between social classes. Although boundaries were broken down to some extent there are still vestiges that continue to have some influence upon attitudes to social position and entitlement. In both rural and urban areas, there are differences in family composition, educational achievement and workforce inclusion. Historically, women in Japan were expected to be subordinate to men and were confined to domestic matters only. They were excluded from certain sacred areas and were expected to show deference to hierarchal authority in both speech and behaviour. In , a new legal framework was established affording equality to both sexes, thus giving women more access to education, job opportunities and career advancement. Children are the centre of the family in Japan and child rearing is seen as an extremely important role. Strong family bonds are developed early on, particularly between the mother and children. Compulsory education commences from the age of six with six years in elementary school which is followed by three years in middle school. Although compulsory education ends with middle school, many go on to further education. Prior to compulsory school, there are two strands of pre-school education: Whilst Japan has its own identity of traditional cuisine there are early influences from Korea, China and South East Asia. White rice is a staple element of almost all meals and other ingredients include soy products, grilled or raw fish, thinly sliced stir-fried pork with bean sprouts and vegetables. Sushi is also a popular Japanese meal which involves vinegared rice with seafood, raw fish or vegetables. A typical Japanese meal usually involves a number of dishes on the table rather than a main course. Japan is a leading player in the global financial market and is a member of G7. Japan suffered considerable economic decline in the s although they were able to maintain their economic power internationally. The devastating earth quake in had a catastrophic impact upon the infrastructure and economy. The arts are an important part of Japanese life. A number of schools and colleges offer students training and preparation for careers in performance and art. Comic books and animation are a popular form of art which has reached an international audience. Japanese Martial Arts are also a traditional and respected performing art including Jujutsu a method of close combat and Kendo swordsmanship using bamboo swords and protective armour. In Japan people have two names, the surname and the given name. The surname comes before the given name and is inherited from the father. Greetings in Japan are very formal and ritualized. It is important to show the correct amount of respect and deference to someone based upon their status relative to your own. Wait to be introduced. It is considered impolite to introduce yourself, even in a large gathering. While foreigners are expected to shake hands, the traditional form of greeting is the bow. How far you bow depends upon your relationship to the other person as well as the situation. The deeper you bow, the more respect you show. The Japanese rely on facial expression, tone of voice and posture to tell them what someone feels. They often trust non-verbal messages more than the spoken word as words can have several meanings. The context in which something is said affects the meaning of the words. Therefore, it is imperative to understand the situation to fully appreciate the response. Frowning while someone is speaking is interpreted as a sign of disagreement. Most Japanese maintain an impassive expression when speaking. In crowded situations the Japanese avoid eye contact to give themselves privacy. Saving face is crucial in Japanese society. Therefore, they do not openly criticize, insult, or put anyone on-the-spot. The Japanese prefer to have some distance, at least arms-length in their personal space. In Japan, gift-giving is highly ritualistic and meaningful. The ceremony of presenting the gift and the way in which it is wrapped is as important, and sometimes more important, than the gift itself. Gifts are given for many occasions. The gift need not be expensive, but take

great care to ask someone who understands the culture to help you decide what type of gift to give. Good quality chocolates or small cakes are a good idea. Do not give lilies, camellias or lotus blossoms as they are associated with funerals and avoid white flowers of any kind as they are associated with funerals. Do not give potted plants as they encourage sickness, although a bonsai tree is always acceptable. Give items in odd numbers, but not 9 the numbers 9 and 4 are considered unlucky in Japan. If you buy the gift in Japan, have it wrapped. Pastel colours are the best choices for wrapping paper. Gifts are not necessarily opened upon receipt. On the rare occasion you are invited to a Japanese house: Remove your shoes before entering and put on the slippers left at the doorway. Leave your shoes pointing away from the doorway you are about to walk through. Arrive on time or no more than 5 minutes late if invited for dinner. If invited to a large social gathering, arriving a little bit later than the invitation is acceptable, although punctuality is always appreciated. Unless you have been told the event is casual, dress as if you were going into the office. If you use the toilet, put on the available toilet slippers and remove them when you are finished. Do not wear them back out of the bathroom. Wait to be told where to sit. There is a protocol to be followed. The honoured guest or the eldest person will be seated in the centre of the table the furthest from the door. The honoured guest or the eldest is the first person to begin eating. It will yield tremendous dividends if you learn to use chopsticks. Never point your chopsticks. Do not pierce your food with chopsticks. Chopsticks should be returned to the chopstick rest after every few bites and when you drink or stop to speak. Do not cross your chopsticks when putting them on the chopstick rest. Place bones on the side of your plate. Try a little bit of everything. It is acceptable to ask what something is and even to make a face if you do not like the taste. Mixing other food with rice is usually not done. You eat a bit of one and then a bit of the other, but they should never be mixed together as you do in many Western countries. If you do not want anything more to drink, do not finish what is in your glass. An empty glass is an invitation for someone to serve you more. When you have finished eating, place your chopsticks on the chopstick rest or on the table. Do not place your chopsticks across the top of your bowl. If you leave a small amount of rice in your bowl, you will be given more. To signify that you do not want more rice, finish every grain in your bowl. It is acceptable to leave a small amount of food on your plate when you have finished eating. Conversation at the table is generally subdued. The Japanese like to savour their food. In spite of its adherence to the past Japan welcomes foreign investment and, according to the UNCTAD report, was listed as the 8th most attractive destination for multi-national companies between the periods of 1980-1990. In spite of the economic difficulties of the 1990s and the devastating impact of the earthquake in 1995, Japan has managed to retain its standing in international business. The key to undertaking business in Japan is to have a comprehensive knowledge of their business culture and hierarchical structure. It is important to dress smartly and conservatively. Men should wear a dark suit in the winter months with white shirt and tie that is not brightly coloured. As the summer months can be very hot it is acceptable to wear half sleeve shirts and light grey suits. Women should also dress conservatively, wear hair either short or tied back. Conspicuous jewellery or short skirts are not considered appropriate. Business cards are exchanged constantly and with great ceremony. Invest in quality cards. Always keep your business cards in pristine condition. Treat the business card you receive as you would the person. You may be given a business card that is only in Japanese. It is wise to have one side of your business card translated into Japanese.

2: Differences in business culture between Japan and West - Japan Today

ã•“ã,“ã•«ã•jã•~ (Hello!) and Welcome to our guide to Japanese Culture, Customs, Business Practices & Etiquette. A distinct island culture formed over thousands of years, although cool and colourful, Japan can also be complex and confusing to the foreigner.

Even though it meant one of them would shortly have to get up to make room for one of their colleagues, who had yet to arrive, they left the middle seat between them empty. It might have seemed like a random decision; it was anything but. The explanation, says Toshihiro Nakayama, a professor of policy management at Keio University and the third and last to be seated, is simple. In Japan, the center seat is reserved for the most senior person, in this case, him. It just makes things smoother for us. In Japan, distribution of name cards has been elevated to a ritual. Getting it wrong is to risk looking foolish, or even worse, offending a prospective business partner. But before you even think about pulling out your card holder, first you have to master the art of the bow. Right bow â€” right occasion. In this case, providing a complete day tour, with a guide, at a cost of thousands. Doing business in Japan goes way beyond bowing and business cards. The Japanese, say Morimoto, often say no to saying no. Let us think about it. Was another meeting scheduled? Was a price agreed on? Was a contract signed? The Japanese, she notes, are more risk-averse than Americans. So you can expect that a Japanese company will take its time making decisions and making sure everyone is on board with them. But across the conference room table, a virtual ocean of cultural differences away, Americans are in a rush. There is no direct translation, and, says Ikeda, and the idea is difficult to explain in just one word. Meaning really, really empathizing, trying to understand where the other person is at. Teaching gum-snapping Americans the concept of Japanese hospitality culture was where Ippudo New York struggled the most when it first opened. To succeed, Ippudo let its New York wait staff work for tips. The restaurant has slightly tweaked each of its international locations to fit in more smoothly with the local culture. To work together more effectively, says Morimoto, cultures need to meet in the middle. Become a Marketplace Investor today â€” in whatever amount is right for you â€” and keep public service journalism strong.

3: Business Culture and Etiquette in Japan | Today Translations

Japanese Business Culture and Practices: A Guide to Twenty-first Century Japanese Business presents valuable insight on the proper ways to conduct business in Japan. It focuses on the principles of Japanese culture that influence business-related behavior, including the ways Japanese executives develop loyalty among workers.

Bathing[edit] A private furo in a ryokan Bathing is an important part of the daily routine in Japan, where bath tubs are for relaxing, not cleaning the body. Therefore the body must be cleaned and scrubbed before entering the bathtub or ofuro. This is done in the same room as the tub, while seated on a small stool and using a hand-held shower. Soap, a wash cloth, and shampoo are provided; and the bather is expected to wash and rinse thoroughly twice before stepping into the ofuro. Any hair or debris is scooped from the water after the bath, and a lid is placed over the tub to maintain the water temperature and prevent evaporation. Water heaters also continue to maintain the temperature. Ryokan baths have a small anteroom for undressing before entering the bathing room. Usually there is a basket in which to place used towels and wash cloths. Because the ofuro is meant for a relaxing private soak, yet serves numerous people, the bather needs to be careful not to indulge too long. Many ryokan close the ofuro for several hours every day so the room can be cleaned and aired, and some require guests to sign up for specific soak times. In homes with small tubs, family members bathe one by one in order of seniority, traditionally starting with the oldest male or the oldest person in the household. If there are guests in the home, they will be given priority. In homes with larger tubs, it is not uncommon for family members to bathe together. Typically one or both parents will bathe with babies and toddlers, and even as children grow older they may still bathe with one of their parents. Some homes transfer the hot bath water to a clothes-washing machine. A regular bathhouse will have tap water heated in a boiler. In all but the most rural areas, public baths are segregated by gender. Customers bathe nude, many using a small washcloth to cover their genitals. The same soaping, scrubbing, rinsing rules apply as in homes and ryokan. These baths use water heated by geothermal springs and often are incorporated into resort-like destinations in the countryside where people stay for a day or more. They may have a variety of soaking pools and tubs, some indoors and some outdoors, some communal and some private. Larger onsen will have separate pools for men and women, and visitors normally bathe nude. Bowing is extremely important: Basic bows are performed by bending from the waist with the back and neck straight, hands at the sides males or clasped at the lap females , and eyes looking down. The body should be composed but not rigid. Generally, the longer and deeper the bow, the stronger the emotion and respect expressed. The three main types of bows are informal, formal, and very formal. Very formal bows are deeper. The etiquette surrounding bowing, including the length, depth, and appropriate response, is exceedingly complex. For example, if one person maintains his or her bow longer than the other person expected generally about two or three seconds , the person who rose first may express politeness by bowing a second timeâ€” and then receive another bow in response. This often leads to a long exchange of progressively lighter bows. Generally, an inferior bows longer, more deeply, and more frequently than a superior. A superior addressing an inferior will generally only nod slightly, and some may not bow at all. An inferior will bend forward from the waist. It is important to try to gauge the appropriate depth and duration of bows in different situations: Bows of apology tend to be deeper and last longer, occurring with frequency throughout the apology, generally at about 45 degrees with the head lowered and lasting for at least the count of three, sometimes longer. The depth, frequency, and duration of the bow increases with the sincerity of the apology and severity of the offense. Occasionally, in the case of apology and begging, people crouch like Sujud to show absolute submission or extreme regret. This is called Dogeza. Even though Dogeza was previously considered very formal, today it is mostly regarded as contempt for oneself, so it is not used in everyday settings. Bows of thanks follow the same pattern. In extreme cases a kneeling bow is performed; this bow is sometimes so deep that the forehead touches the floor. Since many non-Japanese are familiar with the custom of bowing, this often leads to a combined bow and handshake which can become complicated. Bows may be combined with handshakes or performed before or after shaking hands. Generally when bowing in close proximity, as necessitated when combining bowing and shaking hands, people turn slightly to one side

usually the left to avoid bumping heads. Making payment[edit] It is common for Japanese businesses to set out a small tray near a cash register so customers can place their money on the tray rather than handing it directly to the cashier. If a business provides such a tray, it is a breach of etiquette to disregard it and instead hold out the money for the cashier to take by hand. Eating and drinking[edit] See also: See also mottainai as Buddhist philosophy. It is impolite to pick out certain ingredients and leave the rest. One should chew with the mouth closed. It is acceptable to lift soup and rice bowls to the mouth so one does not spill food. Miso soup is drunk directly from its small bowl; larger soups and those with chunky ingredients may come with a spoon. Of course hashi "chopsticks" are always provided. Noodles from hot soup are often blown on once lifted from the soup to cool them before eating; and it is appropriate to slurp certain foods, especially ramen or soba noodles. However, slurping is not practiced universally, and Western-style noodles pasta should not be slurped. Rice is generally eaten plain or sometimes with nori very thin sheets of dried seaweed, perhaps shredded or cut into strips or furikake a seasoning. More substantial additives may also be provided: The egg and natto are often served at breakfast; both are meant to be mixed into the rice. To pour an excessive amount of soy sauce into this dish is considered greedy and wasteful see mottainai. Put in a little, and add more as needed. Sushi etiquette dictates that when eating nigiri-zushi, one dips the topping-side of the sushi piece into the soy sauce, thus protecting the rice from soaking up too much sauce. Leaving stray grains of rice floating in the sauce is considered uncouth, but can be hard to avoid for those who have difficulty manipulating chopsticks. It is also uncouth to mix wasabi green horseradish into the soy sauce dish. Instead, put a dab of wasabi on the sushi piece after it has been dipped. In sushi-only restaurants, it is perfectly acceptable to use fingers instead of chopsticks to eat the nigiri-zushi. It is uncommon for Japanese people to eat or drink while walking in public, and this is just one point of etiquette where it is wise to err on the side of conservatism. Drink vending machines in Japan generally have a recycling bin for used bottles and cans, so one can consume the drink there; and in summer months one may see groups drinking near a vending machine. As a result, the attachment area may produce small splinters. Never rub chopsticks against each other to remove splinters: At the beginning of the meal, use the smooth bottom ends to pick up food from serving dishes if no other utensils have been provided for that purpose. Then eat, holding food between the bottoms of the hashi. At the end of the meal, it is good manners to return single-use chopsticks part way into their original paper wrapper; this covers the soiled sticks while indicating that the package has been used. In Japanese restaurants, customers are given a rolled hand towel called oshibori. It is considered rude to use the towel to wipe the face or neck; however, some people, usually men, do this at more informal restaurants. Nonwoven towelettes are replacing the cloth oshibori. In any situation, an uncertain diner can observe what others are doing; and for non-Japanese people to ask how to do something properly is generally received with appreciation for the acknowledgment of cultural differences and expression of interest in learning Japanese ways. Conversely, sniffing is considered acceptable, as an alternative to nose-blowing. It usually contains rice and a variety of side dishes that go well with rice. The preparation of these meals begins around the time children reach nursery school. The parents of these children take special care when preparing meals for their children. They arrange the food in the order by which it will be consumed. Parents are almost expected to "show off" their accomplishment in making the lunch. They are preparing for their child, but the results are observed by the other children and the nursery school, and this leads to a sort of competition between parents. Parents are also encouraged to prepare what the children will enjoy eating. Chopsticks Chopsticks have been used in Japan since the Nara period For example, it is considered particularly taboo to pass food from chopsticks to chopsticks, as this is how bones are handled by the family of the deceased after a cremation. If no other utensils are available while sharing plates of food, the ends of the chopsticks are used to retrieve the shared food. Mismatched chopsticks are not to be used. Standing chopsticks vertically in a bowl of rice is to be avoided, as it recalls burning incense sticks standing up in sand, typically at funerals; the act of stabbing the chopsticks into the food resembles an action devout Buddhists perform when offering ceremonial food to their ancestors at the household shrine. Placing chopsticks so that they point at someone else is considered a symbolic threat. Many Japanese regard their homes as being too humble to entertain guests. Instead, shoes are removed in the genkan mudroom or entrance foyer , and often replaced with slippers called uwabaki. Just wearing socks is also acceptable in informal

situations. Genkan are found in even small apartments, where they are correspondingly small, and feature a small step up. Socks, however, are not generally removed – bare feet are acceptable when visiting a close friend, but not otherwise. There are also separate slippers used when using a bathroom, for reasons of hygiene. Wooden geta are provided for short walks outside when entering the house. It is generally considered polite to wear shoes instead of sandals, but sandal wearers may carry a pair of white socks to put over their bare feet or stockings, so that their bare feet will not touch the slippers that the host offers, or they may use tabi socks, worn with the sandals.

4: Japan | Etiquette, Customs, Culture & Business Guide

Isao Takei and Jon P. Alston's Japanese Business Culture and Practices is a practical, authoritative manual for US companies that want to do business in Japan. In a global economy, a US company would be missing a significant opportunity were it not to consider entering the Japanese market.

The official language in Japan is Japanese. Japanese is spoken only in Japan. The literacy rate in Japan is very close to percent and 95 percent of the Japanese population has a high school education. The Prime Minister is the chief government officer. The dominant religion is Shinto, which is exclusive to Japan. However, the Japanese have no official religion. Culturally, the Japanese tend to be somewhat introverted in their ways. They generally are not receptive to outsiders. When conducting business in Japan relationships and loyalty to the group is critical for success. Japan Fun Fact The Japanese tend to be rather direct in their questioning of foreigners. You may be asked personal questions such as how much money do you earn or how large is your house? In Japan Masculinity is the highest characteristic. The lowest ranking factor is Individualism, which coincides with their high ranking in Uncertainty Avoidance. Japan is a more collectivist culture that avoids risks and shows little value for personal freedom. See the accompanying article Those who dress according to their status or position impress the Japanese. Men should wear dark conservative attire. Business suits are most suitable. Casual dress is never appropriate in a business setting. Shoes should be easy to remove, as you will do so often. Slip-ons are the best choice. Little emphasis should be placed on accessories. They should be minimal. Women should not wear pants in a business situation. Japanese men tend to find it offensive. Women should only wear low-heeled shoes to avoid towering over men. A kimono should be wrapped left over right to do otherwise symbolizes death. Remember the Japanese phrase "The nail that sticks up gets hit with the hammer" when considering your choices for attire in Japan. Avoid using large hand gestures, unusual facial expressions and any dramatic movements. The Japanese do not talk with their hands and to do so could distract your host. Avoid the "OK" sign; in Japan it means money. Pointing in not acceptable. Do no blow your nose in public Personal space is valued. Because the Japanese live in such a densely populated area, they value their personal space. A smile can have double meaning. It can express either joy or displeasure. Use caution with your facial expressions. They can be easily misunderstood. The Japanese are not uncomfortable with silence. They use it to their advantage in many situations. Allow your host to sit in silence. When toasting the glass is never left unfilled. Drinking is an important part of Japanese culture. It is a way to relieve business stress. Never pour a drink yourself; always allow someone else to do it for you. Most business entertaining is done in restaurants or bars after business hours. Often in karaoke or "hostess bars. Business may be discussed at dinner during these events. Japanese rarely entertain in the home. If you are invited to the home of your Japanese host, consider it a great honor and display a tremendous amount of appreciation. If you are invited to a social event, punctuality is not expected. It is the custom to be "fashionably late. The Japanese will refuse but insist. They will prefer that you choose a Western-style restaurant when entertain them. Key phrases to learn are "itadakimasu" at the beginning of dinner, and "gochisou-sama-deshita" at the end. It is polite use these phrase and it will show you host that you have enjoyed the meal. It is perfectly acceptable to slurp your noodles. Doing so will exhibit your enjoyment of your food. To do otherwise, indicates that your meal was not a pleasant one. Do not openly display money. It is rare to see it given from person to person in Japan. It is important to use an envelope to pass money. Tipping is not expected. Gift giving is very important both business and personal gifts - See international business gift giving section. The gift itself is of little importance, the ceremony surrounding it is very important. The selection of the wrapping paper is critical. Do not give anything wrapped in white as it symbolizes death. Do not use bright colors or bows to wrap the gift. It is better to have the hotel or the store wrap the gift to ensure that it is appropriate. Do not surprise the recipient with the gift. Give your host some warning during the evening that you intend to give them a present. Give the gift with both hands and accept gifts with hands. Generally, gifts will not be opened in your presence. If your host insist that you open the gift do so gingerly. They take pride in gift wrapping, show that you appreciation the effort. Do not give gifts in odd number or the number four, as odd numbers are bad luck and four sounds

like the word for death in Japanese. Gifts should be given at the end of a visit. Do not admire anything belonging to your host too closely. The Japanese strive to please; you may be rewarded for your admiration. The most popular gift giving occasions in Japan are oseibo, which falls at the end of the year and O-chugen which falls during the middle of the year. Good gift ideas include top choice beef, fruit and alcohol such as brandy, quality whiskey and Bourbon along with excellent wines. They also appreciate gifts from high-end department stores like Saks and Neiman Marcus. The Japanese frown on open displays of affection. They do not touch in public. It is highly inappropriate to touch someone of the opposite sex in public. Japan Communications In Japan, business cards are called meishi. Japanese give and receive meishi with both hands. It should be printed in your home language on one side and Japanese on the other. Present the card with the Japanese language side up. The card will contain the name and title along with the company name, address and telephone number of the businessman. In Japan, businessmen are call "sarariman. Do not write on the card. Do not put the card in you pocket or wallet, as either of these actions will be viewed as defacing or disrespecting the business card. Upon receipt of the card, it is important to make a photocopy of the name and title of the individual in your mind. Examine the card carefully as a show of respect. In a business situation, business cannot begin until the meishi exchange process is complete. The customary greeting is the bow. However, some Japanese may greet you with a handshake, albeit a weak one. Do not misinterpret a weak handshake as an indication of character. If you are greeted with a bow, return with a bow as low as the one you received.

5: Etiquette and rituals rule in Japan's business culture

Japan's Culture: Business Practices. Business cards are called Meishi and they are a big thing in Japan. Prepare by ordering inexpensive double-sided business cards printed in Japanese language on one side and in English on the other side.

However, conducting business with people from other cultures means being aware of how they do things differently. While effective communication is one component to succeeding internationally, remaining adaptable to local protocol and etiquette is also essential. Seemingly small things, like how you accept a business card or what you order for lunch, can make or break a foreign business relationship. Some international customs are more unusual than others. Here are 10 unique international business customs.

South Korea It is common for South Koreans to expect their guests to engage in Noraebang, or karaoke. If you join your Korean colleagues for dinner, you might find yourself at a karaoke establishment, and you will be expected to sing. These karaoke establishments generally have private rooms, and it will just be your group that you have to perform in front of. Koreans will also often skip songs after the first verse and chorus to get through more karaoke during their allotted time. Also, be prepared for lengthy meals in France. Lunch can last up to two hours long.

Germany Germans often respect direct communication and err on the side of being blunt in business dealings. The more straightforward, the better when in Germany. In Italy, business is often personal and relationship driven, so expect to spend a significant amount of time getting to know your Italian business partners and developing a relationship with them.

Australia Set your alarm early when doing business in Australia. Punctuality is absolutely key when meeting to discuss business. Otherwise, you could be perceived as rude or unorganized by your hosts. While that might be acceptable in the U.S., Russia being on time to a business meeting in Russia is of the utmost importance. At least for one party, that is. The move is designed to test the patience of their U.S. counterparts.

China Americans working in China better have a gift ready when they show up for a business meeting. In China, the customary tradition is that gifts are refused up to three times before being accepted. It is important to continue offering your present until it is finally taken.

Japan While the business card has declined in importance in the U.S., when doing business with the Japanese, Americans should be armed with stacks of their business cards, which should be printed in both English and Japanese. The business card is held in very high regard in Japan. When presenting your card, it is critical to pass it out with both hands, with the Japanese side facing up. When receiving a business card, Americans should accept it with both hands and thank them while doing so. In addition, the business card should never be written on or played with during the meeting, as both are signs of disrespect. While it could be considered impolite in the U.S., while the normal reaction might be to back away, those who do risk losing out on a potential business relationship, since it is considered disrespectful.

In Middle Eastern countries, the left hand is considered unclean and used strictly for bodily hygiene. It is important to eat, shake hands and pass documents with the right hand only. Using the left hand to do any of those activities is a serious insult.

India When at a business dinner in India, Americans better be careful what they order. Those looking to make a good impression should refrain from digging into a juicy steak or hamburger during the dinner.

Spain While deadlines are usually considered firm dates in the U.S., in Spain, deadlines are viewed more as a guideline and not something that is frowned upon if missed.

Finland While Americans are used to doing business in plenty of locations outside the office – restaurants, golf courses, etc. In Finland, enjoying a relaxing sauna is an honored tradition.

Belgium Be prepared to spend some time just saying hello and goodbye when in business meetings in Belgium. While a handshake will suffice as a greeting in the U.S., while strangers will shake hands at first, Belgium business professionals greet each other with three air kisses once a relationship has been established. Protocol calls for the kisses to be given on the right cheek, then the left cheek and back to the right cheek. Not giving the kisses, or not following the right order when giving them, are both considered disrespectful when dealing with Belgians. Rather than a fun game, the tapping indicates that what is about to be discussed is private and confidential. It is important to look for that signal, or you risk sharing something the Brit had intended to keep secret from others.

Chad Brooks also contributed to the reporting and writing in this article. He worked for a

local newspaper and freelanced for several publications after graduating college. He can be reached by email , or follow him on Twitter. You May Also Like.

6: 10 Success Tips for Japanese Business Culture: Etiquette, Customs, Women

Japanese business etiquette is another misunderstood aspect of doing business in Japan: as with the section on Japanese business culture, maybe it's not surprising that hundreds of thousands of people have also browsed this Japanese business etiquette section since it first went online over a decade ago in

Secrets of Japanese business etiquette
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Japanese business etiquette is another misunderstood aspect of doing business in Japan: There has been much written about Japanese business etiquette, but sadly much of it seems written by people who have not been to Japan since the s. Such authors often wrongly suggest that Japanese business etiquette is a mystical art endowing even the most trivial business meeting in Japan with the level of etiquette expected of a tea ceremony in Kyoto. Yet in practice, Japanese business etiquette is not so different from good business etiquette elsewhere: Fortunately for foreign company executives doing business in Japan, Japanese businesspeople will not hold them to the same strict standards expected of their Japanese colleagues: The key personal aspects of Japanese business etiquette to consider, are mostly related to first meetings, especially first meetings with senior Japanese executives. As time passes, the relationship with a Japanese customer strengthens and the formalities will decrease, especially after one or two dinners, lunches, or even offsite meetings at Starbucks. Regardless, I recommend that a foreign executive never assumes he or she has reached the same level of business intimacy with a Japanese senior manager or executive, as he or she might have with executives in the US or elsewhere. A since retired President of a Toyota Motors subsidiary, told me that Japanese usually do not begin to trust a person in business until having known them for at least 10 years. It happened that at that time I had known him for 10 years and met him many times, but even now, I have no idea about his family life, or even if he has sons and daughters: Japanese business cards are a must have. Have double-sided business cards printed, with the Japanese side using the same design elements as the English side. Carry at least Japanese business cards for a one week business trip to Japan, but expect to hand out 3 to 4 cards at a small meeting and as many as 10 to 12 at a larger meeting. If attending a trade-show, expect to hand out or more Japanese business cards each day. If speaking at a conference, expect to hand out 50 or more cards. Some very important points to remember: Never flick, throw, slide, or push a business card across the table to a Japanese businessperson, because it implies you have no pride in the company you represent. Unless a foreign executive speaks Japanese fluently, or wants to take the risk of a verbal slip, I recommend not to try using a Japanese greeting at a first meeting. Sometimes it can help to break the ice, but sometimes it can confuse the Japanese side. At most first meetings, the Japanese side will introduce their team in descending order of rank. I recommend waiting for the Japanese side to start the exchange as it avoids slighting the senior managers by first inadvertently exchanging cards with their juniors. Never write notes on a Japanese business card. Enter any notes into a phone, tablet, or a small notepad. Never fidget with, play with, bend, or fold a Japanese business card. Keep Japanese business cards in a proper carrying case and treat them with respect. Always carefully pick up all the Japanese business cards received at a meeting. Consider that many of the junior employees at a Japanese company will be with it for life: Japanese business etiquette has become less formal, but business attire has not changed much since I first wrote this section back in From October thru April, most Japanese businessmen, especially senior managers, executives, and salarymen, wear dark navy, charcoal gray, or black suits, with white shirt and subdued tie. Do not wear black suit, white shirt, and black tie because that is funeral attire. Japanese businesspeople tend to wear formal coats in the winter months of December thru February, and Burberry-style short raincoats in March and April. From May thru September, Japanese businessmen swap their dark suits for light gray suits. Japanese summers are hot and humid, so most Japanese men wear half-sleeve shirts during the summer months. Private companies followed, thus few Japanese salarymen except salespeople wear ties in summer. Japanese businessmen generally have well-groomed short hairstyles. Avoid wearing too much aftershave or cologne in a meeting. Consider that most Japanese companies do not allow male employees to wear beards nor to shave their heads. Sadly, little has changed for women in Japanese business since I first wrote this site over a decade ago: Based on having worked in Japan with and for several foreign female

executives, the following are my recommendations for any female executive who wants to avoid being treated below her corporate level: Look strong but avoid looking too glamorous. Wear shorter or tied back hair. Wear trouser suits or longer skirt suits with seasonal colors as described in the section above for men. Venture Japan does not impose a dress-code on female employees but I notice they always wear trouser suits for external business meetings. Avoid wearing too much perfume. Consider that most Japanese companies do not allow female employees to wear jewelry, above the knee skirts, or high-heeled shoes in the office. In Japan, face to face business meetings are the life-blood of business relationships and the more successful meetings a foreign company executive attends, the more likely successful Japanese business will follow. In the previous section about Japanese business culture, we looked in detail at the Japanese business meeting, but here are some points related to Japanese business etiquette as it relates to meetings: Plan an exact agenda for the meeting. Japanese businesspeople tend to have tight schedules, so if the Japanese side say the meeting must finish at 4pm they probably mean it. Never use an English-language presentation. Foreign company executives should always use presentations translated into Japanese. Take printed copies of presentations to the meeting to handout to the Japanese side. If a foreign company needs a non-disclosure agreement signed, send it to the Japanese side well before the meeting. Many Japanese companies do business without written contracts and are wary of foreign company contracts because of horror-stories they hear about litigation. If a foreign company executive suddenly produces a non-disclosure agreement at a first meeting, the Japanese side will probably refuse to sign it without a legal review and very likely avoid meeting again. Always use a Japanese interpreter, not only for the reasons described in the section about Japanese business culture, but because it shows consideration to the Japanese side and ensures they will understand the meeting. Always telephone 1-2 hours before a meeting to confirm attendance. Always call at least 45 minutes before a meeting if unavoidably late. Again, Japanese businesspeople tend to have tight schedules and might need to reschedule. Always arrive 10 minutes early for a meeting; 20 minutes if senior executives will attend. There is a Japanese custom about which party sits on which physical side of the table it depends where the door is and supposedly dates back to the samurai era. Japanese society is unusually formal, polite, and conformist; attributes which, especially formality, permeate the way Japanese businesspeople conduct themselves at business meetings and social gatherings. To avoid slip-ups, I recommend foreign business executives adopt the following simple precautions: Japanese do not generally use handkerchiefs or tissues and do not blow their nose in public; neither should foreign company executives. In part this habit arises because Japanese companies do not generally give paid sick-leave other than paid annual vacation, thus Japanese businesspeople are very sensitive about coming into contact with anyone who might be ill. Many Japanese seldom shake hands and might be so uncomfortable doing so that they might avoid meeting again. Japanese businesspeople have very strong pride in their company and expect a foreign executive to similarly be proud of his or her employer, so never make derogatory remarks about co-workers.

7: JAPANESE BUSINESS CULTURE AND PRACTICES by Isao Takei , Jon P. Alston | Kirkus Reviews

Japanese business etiquette is not so different to that in the UK - politeness and good manners are hugely important. The main difference is that the business etiquette is more formal, especially at the first meeting where the exchanging of the business card is an essential ritual.

Doing Business in France A golf ball manufacturing company packaged golf balls in packs of four for convenient purchase in Japan. Unfortunately, this was a fatal mistake, as the word "four" in Japanese sounds like the word "death" and is, therefore, considered unlucky. As you can imagine, the product was not successful. Be careful of all symbols of death when doing business in Japan. If you fancy wearing a kimono, make sure you wrap the left side over the right one. Otherwise, you will hint that you want to be buried. Professional Japanese Translation Services Business Mentality – Connections are very helpful in Japan but choose your contacts carefully. Pick someone of the same rank as the person with whom he or she will have dealings. Remaining co-operative is essential. Foreigners must gain acceptance from the group before they can have influence in the decision-making process. Decisions are made swiftly and efficiently. This simple gesture can do a lot to help a Western entrepreneur in establishing rapport with a potential Japanese client. The depth of the bow depends on your counterpart status. When bowing to an individual who is of higher status than you do it a little lower than that person to display respect. World War II and making jokes should be avoided. Remarks such as "This is killing me! The Japanese do not talk with their hands. Never pat a Japanese man on the back or shoulder. Professional Japanese Interpreting Services Business meetings and meals – Regarding dress code for men: Japanese believe it is rude to be late. The emphasis is on the ritual itself rather than on the content of the gift. Presents in pairs are considered lucky. Giving four or nine of anything is considered unlucky. Slurping your noodles and tea is encouraged in Japan. Romaji, Katakana, Hiragana, and Kanji. Did you find this article useful? If so, you might also enjoy our guide to business etiquette in Russia. Click here to get in touch Copyright Notice: Third parties are allowed to use or reference information on this page for non-commercial use only if they acknowledge this website as the source by linking to it. Read detailed Terms and Conditions on how to apply for commercial use. Reviews Essential for operating effectively in our global economy. Would highly recommend to anyone looking for a translation service to add value to your business or project. The use of the finest linguists and exceptional management make them the leaders in their field. Tom Kendon Deputy Head of International Programmes We were overall delighted with the standard of service and Today Translations delivered, in terms of translation quality, time and attentive customer care. They were highly responsive, creative and were central to the success of the translation and quality assurance process. The project managers we dealt with were collaborative and operated very much as part of the team. I would commend our experience of working with Today Translations to other organisations requiring professional translation services. Best in Class Customer Care.

8: How to Practice Proper Business Etiquette in Japan: 5 Steps

Japan has long been known as a market defined by an insider business culture with a low presence of independent directors and minimal accountability to shareholders.

Differences in business culture between Japan and West Apr. It is an intriguing look at differences in business culture between Japan and the west. It makes one realize that there is no perfect business strategy as such but by incorporating the best parts from each culture, one can get pretty close to their own perfect business model. Just the other day I had the privilege of liaising with several western businessmen who gave me some rather interesting views relating to differences in business customs between Japan and the West. They mentioned having recently listened to a lecture before coming to Japan on how to conduct business the Japanese way. Something that really stood out to me were their impressions of the Japanese business culture as a whole: All four men worked in such high power roles as international manufacturing or as planning designers at construction companies. They are the type of elite that upon coming to Japan enter into managerial positions giving Japanese workers orders and undertaking transactions with other high-ranking Japanese companies. Their period of employment is usually no longer than a year and a half, after which they often shift to positions in other countries. Below, I would like to introduce the five most interesting things from the lecture imparted to me by the foreign businessmen. If a Japanese person says they can complete the job, it is best to take them on face value. The businessman from England commented that in contrast to their foreign counterparts, the Japanese modestly accept the job at hand while delivering exceptional results. He went on to comment: Whether it be the person who places the order from the supplier, or those who deal with the transaction thereafter, from beginning to end the level of service is consistently high. Thus, for the Western worker, one can, to some degree, avoid responsibility. The fact they carry out the job with consistency means they are easy to work with. From a Japanese perspective, the customer is God. According to the American businessman: This takes root through the idea that one is exchanging money for a service and the view that both are equal components. In this way, it is seen as fully acceptable for the person providing the service to declare from the outset that they refuse to do something as they see fit. However, in Japan customer service is paramount, which also has the benefit of keeping the customer happy and maintaining healthy mutual relations. For the Japanese, the company conference room is not a place for discussion but rather somewhere to report progress. Many westerners find the idea that Japanese workers use the conference room simply to report findings rather bewildering. However, one French businessman takes a more positive approach to this style of conduct. Rather, it has to do with a difference in the decision making process. Imagine that you have the option of considering four different companies. Company A estimates that it can complete the work in two months for , yen. Company B estimates 2. Company C estimates two months at , yen. Lastly, company D estimates over a course of a month and a half that it can complete the project for 50, yen. However, from a Japanese perspective one would consider each company on their individual merits. Increase the budget by , yen or extend the work for an extra two weeks, are factors that would also enter into the consideration process. Ultimately, the priority lies with the company that provides the best service. Therefore for the Japanese, the entire decision making process takes considerably longer. The French therefore view paying too much attention to which company to use a waste of time. In other words, a French company treats the job at hand with great importance and upon reaching a decision is reticent to negotiate or return to a previous deliberation process. However by looking back on their decisions and considering how it could affect the overall result, the Japanese demonstrate a clear focus on the end result rather than the decision-making process itself. This same French businessman mentioned that after actually having worked with the Japanese, what the lecture taught him was correct. Alcohol allows many Japanese to reveal their true thoughts; however drinking with business colleagues is also regarded as work. However, from the lecture, it is recommended for anyone working in Japan to make a positive effort to go drinking with your sub-ordinates. The reason being that alcohol helps us relax and allows us to share opinions that we keep to ourselves in the work place. The English businessman added another comment about what he learned from the lecture. One of them is India. The other one is Japan.

Maintaining the aspects of Japanese business deemed as virtuous in the lecture and discarding of the areas that received criticism can be advantageous. In addition, when working with colleagues from the western world, being adaptable to alternative working methods might also be beneficial. Read more stories from RocketNews

9: Japanese Business Etiquette and Culture | Doing Business in Japan

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Indifference to local business practices can indicate a lack of commitment on the part of the exporter, and may lead to misunderstandings and bad feelings, which could result in the loss of business opportunities. One should not assume that because meetings and correspondence are carried out in English that Western social and business norms apply. Japanese society is complex, structured, hierarchical and group-oriented. It places strong emphasis on maintaining harmony and avoiding direct confrontation. Japanese religious practice tends to be socially oriented and selective rather than a matter of deep personal commitment; ethics tend to be situational. In building relationships which often precede a first-time sale or an agreement one should emphasize trust, confidence, loyalty and commitment for the long term. However, even in the large family firms, where decisions are made at the top, the process is usually managed so that company members have a sense of participation. This type of group decision making tends to be slower. Recognizing that it takes a longer time to cultivate business relationships in Japan than in the United States, U. Consistent follow-up is vital. Gift giving is expected on many business occasions in Japan. Quality is important, but the gift does not have to be expensive. The packaging of the gift is as important as the gift itself and should be done professionally. In Japan, sets of four are considered unlucky the number four is pronounced the same as the word for death. Gifts that can be shared among a group are appropriate. Business travelers to Japan should make sure to bring a large supply of business cards with their title when they come to Japan; printing bilingual cards is a nice touch. Business cards are exchanged to formalize the introduction process and establish the status of the parties relative to each other. Japanese bow when greeting each other but will expect to shake hands with foreign executives. A slight bow in acknowledgment of a Japanese bow is appreciated. Japanese executives deal on a last name basis in business relationships, and initial business and social contacts are characterized by politeness and formality. Business travelers visiting a Japanese firm for the first time should be accompanied by an interpreter or bilingual assistant. Many Japanese executives and decision-makers do not speak English, although many of them can greet visitors in English and read English product literature relevant to their business or industry expertise. Generally speaking, Japanese are weaker at hearing and speaking English, and more adept at reading and writing. Thus, the Japanese side in a business meeting generally expects a visitor to bring an interpreter if they are serious about doing business. The first visit to a Japanese firm generally serves as a courtesy call to introduce U. A request to meet only with English speaking staff can mean missing the opportunity to become acquainted with higher-ranking executives. A written contract, even if less detailed than a contract between two U. Contractual commitments are perceived as representing long-term relationships so the terms and conditions, for example whether to grant exclusive rights, should be considered carefully. All business and tourist traveler services are available. Doing Business in Japan.

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