

CREATING CROSS-CULTURAL SYNERGIES WITH JAPANESE MANAGEMENT

The Art of Building Successful Partnerships



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By: Lily Lau

First time in Malaysia:

Using Directive Communication™ methodology with Cross – cultural applications

Designed for local management working in Japanese companies on:

1. How to understand the minds and thoughts of their Japanese superiors
2. How to communicate effectively and overcome cultural misunderstanding and miscommunication
3. How to build trust and maintain relationship between local management and Japanese superiors
4. Do's and don'ts of Japanese business manners and communication
5. Mastering the psychology of communication using the Directive Communication™ methodology

Course Facilitator:



Lily Lau C. L., Director of Culture Dynamics, is an accredited trainer of Directive Communication™. Born and bred in Kuala Lumpur, Lily Lau is multi-lingual, fluent in English, Japanese, Chinese and Malay languages. With 18 years of consulting experience in

PricewaterhouseCoopers in-charge of Japanese organizations, consulting experience in PricewaterhouseCoopers in-charge of Japanese organizations, Lily Lau has the knowledge and skills to deliver and advice on cross-cultural management and bridging multi-culture communications. Her clientele of Japanese companies cover a spectrum of industries from manufacturing (electrical, electronics, chemicals, metal stamping, etc), to trading, engineering, services and many others.

Lily Lau has conducted workshops for Japanese companies in area of communication, management skills, HO-REN-SO (Management through Information), KAIZEN (Continuous Improvement) and other core disciplines. Lily Lau's Directive Communication™ based training methods combined with established Japanese practices break barriers, cultivate trust and create synergies across culture and environment to sustain the dynamics of teamwork and collaboration.

What is Directive Communication™?

Directive Communication™ was developed by renowned speaker / trainer and best selling author, Arthur F. Carmazzi. Directive Communication (DC) is a methodology that affects how people act and react to each other in groups, and how to influence those groups to cultivate high performance work culture. The DC methodology is a psychology foundation that affects efficiency across any discipline within an organization. It identifies how workforces can tap into and harness the power of their environment and maintain innovation and cooperation.

Training Objectives:

1. Able to apply basic principle of Ho-Ren-So to report, communicate and consult with Japanese management
2. Able to build synergy and long lasting trust with Japanese superiors
3. Able to apply cross – cultural dimensions in work and management
4. Able to apply Directive Communication™ psychology strategy in communicating the unspoken language
5. Able to understand your brain processing style and apply different strategies for effective communication
6. Able to create respect for each other and build the foundation to a lasting relationship
7. Have a better attitude towards job and company loyalty

Who should attend?

- Local middle and high management managers, supervisors, executives working in Japanese companies.
- Anyone who are interested to deal with Japanese management and learning the art of building successful partnerships.

Course Outline:

Day 1

- Differences in Japanese & Western Approach
- The meaning of communication involving direct & indirect, verbal & non-verbal etc
- Why different communications & perceptions arise and how to deal with it
- Learn the 4 types of Colored Brain Processors and understand own type of brain thinking style
- Use the Colored Brain Communication Inventory to understand the different communication styles of each color group and how to work effectively in teams
- Various Communication Skill Applications

Day 2

- How to apply basic Ho-Ren-So (Management Through Information) with Japanese management
- Learn the 8 Culture Dimensions and how to be effective in dealing with people of different cultures
- Learn the Japanese work values and how to create synergy in work
- Learn the Japanese business manners and how to use it effectively
- Various games and activities to bridge gaps and overcome perceptions and miscommunications

