

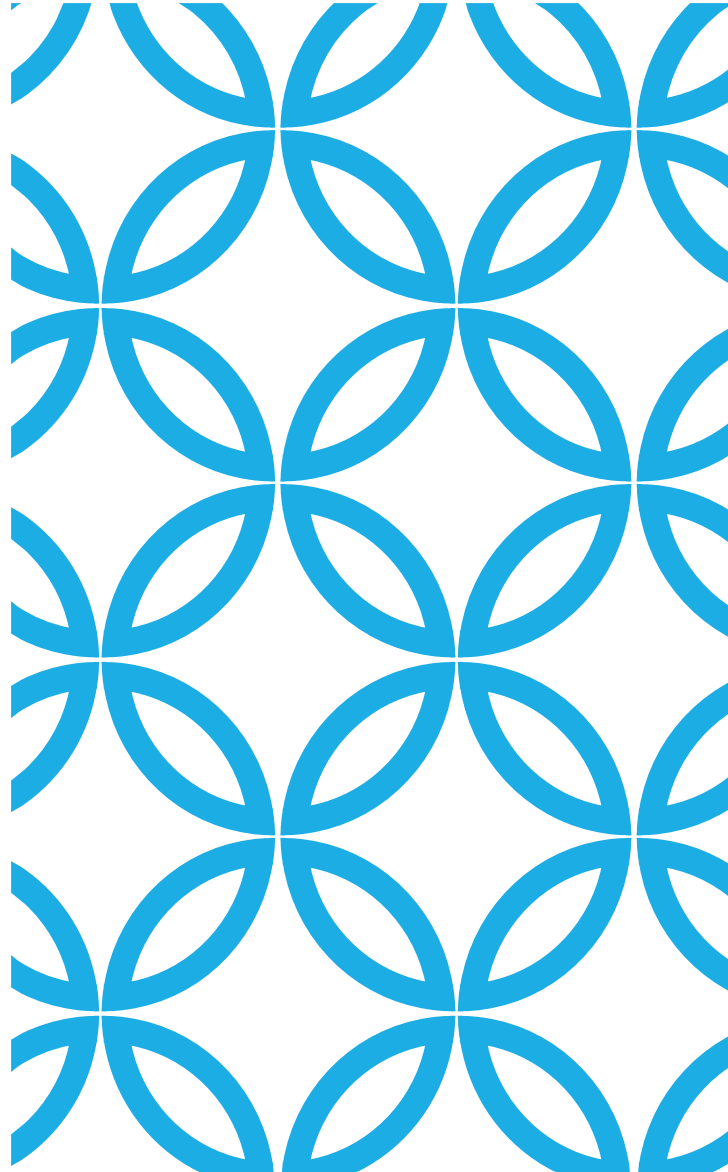
# TIPS FOR THE BETTER COMMUNICATION...

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Cultural Crash Course (brief version) by Noriko Nakata

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1. Working with your Japanese partners
2. Effective meetings with Japanese



# 1. WORKING WITH YOUR JAPANESE PARTNERS

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## WORKING WITH YOUR JAPANESE PARTNERS

### 1. Typical personalities of Osaka people

They are friendly, have a keen sense of humor, entrepreneurial, and being direct. Osaka is a city of merchants, comedy, and good food.

### 2. Honorific suffix

Put “san” after the name. e.g.) Nakata-san, or Noriko-san

### 3. Simple and useful Japanese words

Ohayo gozaimas- Good morning

Osewani narimas- Thank you for your support

Yoroshiku Onegai shimas- Nice to meet you

Arigato Gozaimas- Thank you

# THERE ARE SOME DIFFERENCES IN HOW TO WORK IN A CONSTRUCTION PROJECT.

Japanese workers, when they work in a construction project, tend to plan everything in detail. When a well-thought-out plan is ready, then they start moving. This may be seen as a slow start to non-Japanese partners. But, once they start moving, they get things done quickly. Japanese workers do not like to change their plan during the project, so they resist to constant changes. This may be regarded as “not flexible” or “not cooperative” attitude.

In a construction project, we often hear complaints from English-speakers such as...



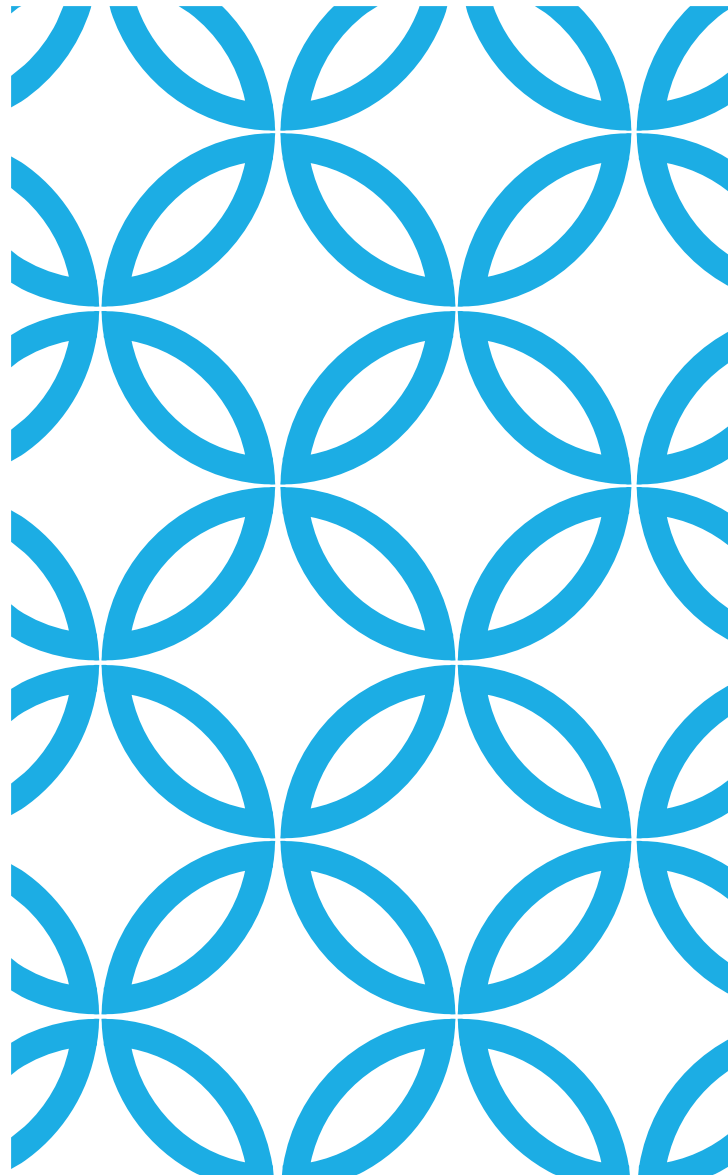
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It takes so long to start the work!  
They are not flexible!  
They are not cooperative!  
Too many restrictions and rules on site!

On the other hand, from Japanese-speakers...



They do not plan well in advance!  
They are taking too long holidays!  
They changes plan/schedule too often!  
They don't respect the rules on site!



# EFFECTIVE MEETINGS WITH JAPANESE

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## EFFECTIVE MEETINGS WITH JAPANESE

### 1. Agenda/Meeting Minutes always work!

Even simple agenda/meeting minutes is good for both sides to have the same understanding on what to be discussed/what was discussed.

### 2. It may help you to know Japanese speakers' tendency...

- Conclusion comes last.

"Master schedule says that installation of lighting fixtures is planned next week. If we start installing the floor materials this week, we need to protect the floor and there might be a risk that the floor may be damaged. If the floor is damaged, we will have to spend extra days to repair and replace the floor materials and we would like to avoid such situation. **So, we would like to postpone the installation of floor the week after the next.**"

- They have hard time saying "no".
- Skip the subject in a sentence.

## 2. Tips for the effective communication

- Try to be simple. Especially, when you want to say “no”.
- Make sure that your interpreter understands your message.

# APPENDIX

## Japanese Building Standard Act

[建築基準法 - 日本語／英語 - 日本法令外国語訳DBシステム  
\(japaneselawtranslation.go.jp\)](http://japaneselawtranslation.go.jp)