



Japan

diversophy[®]

Sample Cards

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click to play





You are a North American negotiating with a Japanese supplier. You have offered what you feel is a very good price. Your offer is greeted with a long silence. This means that your offer is:

- A. Implicitly rejected. Make a better one.
- B. Being considered, and has neither been accepted nor rejected. Endure the silence.
- C. Unequivocally accepted. Start drafting the contract.

Click on your choice.



A. Being considered, and has neither been accepted nor rejected. Endure the silence, is best. In general, Japanese are more comfortable with silence than many other groups and reflect longer before speaking. A. is possible but you should wait for some indication that this is actually the case before undercutting yourself with a new offer. C. would be premature.

If you chose the best answer, keep this card. If not, discard it.



Q diversiSMARTS



Your Japanese business colleague prefaces a comment with the words, "By the way..." This is a clue that he or she may be:

- A. Switching to a less important topic.
- B. Getting down to a serious business discussion.
- C. Starting to confront you with a personal dislike.

Click on your choice.



B. Getting down to discussing serious business. Though US Americans tend to use the phrase in other ways, this is often the Japanese approach to shifting into weightier matters.

*If you chose the correct answer, keep this card.
If not, discard it.*



Understanding the cultural importance of group discussion and consensus, you write your Japanese counterparts a summary of what you think has been agreed upon in each negotiation session. After several days one of their group tells you that your effort is helping them understand your position.

How do you think, feel, or react to this situation? Tell your team, and then keep this card.



diversiRISK –



You are a Western businessperson in your late 20's sent to Japan to represent your company in an important negotiation. Your Japanese counterparts look to be in their early forties and seem to be surprised at how young you are. In Japan, respect is given according to one's position and is based on age and seniority.

How do you think, feel, or react to this situation? Tell your team, and then discard this card.



The future will be glorious, if we only remember what is truly important and we persevere no matter what.

-A common theme of Manga & Anime magazines

After reading this card aloud, any team member, including you, may comment on it. Keep this card.



diversiSHARE



In Japan, business gifts are usually everyday products, but preferably bought at prestigious department stores. This shows high respect and demonstrates the importance you attach to your counterparts. Tell your team what kind of business gifts you would choose in your own culture for business partners.

After you share, the other players respond by saying "Tsumaranai mono desu gu" (This is a mere trifle), a common phrase used to be humble when presenting a gift. Keep this card.





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