

## EFFECTIVE CONFERENCE CALL WITH JAPAN

### MWS COMMUNICATION TIPS CARD JP3

#### General advice

- Use very simple English (simple words, simple expressions)
- Speak slowly, don't hesitate to repeat and reformulate
- Prefer "We" to "I" except when building personal relationships

#### Do's

- Carefully prepare/get agreement on the agenda with the Japanese:
  - Keep the list of points short and precise
  - Be specific about times (start and end time), if possible
  - Supply information about both teams (names, titles, positions held)
  - Get the Japanese to agree on the agenda
- Take time together up-front to:
  - Designate your lead person (most senior position held, most senior in age, most capable of discussing all facets of the subject)
  - Note in 3 words the key message each of you wants to get across
  - Review your roles 10 minutes before the meeting
- Use facts, figures and examples rather than general principles, ideas and concepts
- Outline your context, reasons and arguments before introducing expectations, decisions and conclusions
- Pay careful attention to hierarchical relationships, notably who says what (so as to understand the Japanese point of view and effectively communicate yours)
- Ask the Japanese team to rephrase decisions/conclusions
- Send out/get agreement on the minutes of the meeting or list of decisions made as quickly as possible

#### Don'ts

- Be afraid of silence, feel you have to fill gaps in the conversation, speak at length
- Speak before your boss does, have a sideline discussion with your team
- Interrupt, be aggressive, not leave room for face-saving, lose your temper
- Say/repeat "no", "we don't agree with..."...
- Arrive late

#### Luxury option (depending on the context)

- Begin with a few sentences that are not purely business-related
- End on a personal, relationship-oriented note