

## Managing non-Japanese staff effectively

*A comprehensive training solution designed for busy Japanese managers*

---

Managing staff effectively is a continual challenge. Japanese managers may have experienced situations such as high staff turnover and lack of commitment or motivation. To overcome these issues, JCO has designed a management training course specifically tailored to Japanese managers and delivered in Japanese. This training course will share best practices in international management with special regards to cultural differences from Japan.

Each participant will be given the opportunity to apply these new tools through case studies and role-plays. We have condensed the key components into a hands-on, intensive course, designed to meet the time constraints and heavy workloads of today's executives.

### Why JCO?

JCO's particular expertise in understanding and explaining Japanese cultural roots as well as Western management practices adds a significant extra dimension to the course.

All content is constantly updated based on developments in the international work environment.

**Duration:** 1 day as an open seminar  
1 or 2 days as an in-house session (length depending on the modules selected)

### Audience:

- Japanese managers who have taken a JCO cross-cultural training course (not required but recommended)
- Japanese managers who have team-leadership and management responsibilities

**Languages:** The program is delivered in Japanese

### Program:

The main modules include:

- Defining roles: "What is the role of a manager in Japan and how is it different from the host country?"
- Performance evaluation
- Managing your staff
- Leadership and Motivation
- Delegating and supervising
- Communication and Feedback
- Dealing with underperformance
- Handling difficult conversations
- Objectives setting

Role plays, videos and case studies will be used throughout the course to illustrate and reinforce the learning. The training is very practical and covers various aspects of people management providing indispensable knowledge for all Japanese managers that supervise non-Japanese staff.



2. ヨーロッパ人と日本人のワークカルチャー・Workethicsの違い

5. 改善が見られにくい場合

4. フィードバックのタイムライン

Role-play: Feedback 3 – 2<sup>nd</sup> part

Review of cross cultural background (e.g. reporting/horenso, team working, work-life balance)

Realistic and challenging scenarios (e.g. various feedbacks showing the subsequent steps of escalation when dealing with underperformance)

Best practices in management

Examples from leading companies

Videos, case studies and role plays

**By the end of the training, the participant will:**

- Communicate more effectively with colleagues and subordinates
- Feel more comfortable providing feedback to his/her colleague to improve work performance
- Have practised the best approach in handling typical difficult scenarios
- Have deepened his/her awareness about team development and team management
- Have learned what it takes to be a good leader and motivator in the respective host country