

Since the time you have been assigned to work in Vietnam,

## Have you had communication problems with Vietnamese staffs?

**Do you have difficulties in cooperating with Vietnamese staffs whose thinking and working style is different from yours?**

*“You wonder how to communicate with your staffs well.”*

*“You found that it is very hard to handle your work since your staffs do not know the basic principles of working in Japanese company.” etc.*

We have received many complaints similar to the above comments from Japanese business men/women planning to set up their businesses or already operated in Vietnam.

However, you should be aware that Vietnamese staffs have less working experience in market economy, so it is unreasonable to require them to have “a professional working manner” as Japanese’s from the beginning. Even though Japanese staffs are well aware of the differences between two countries’ culture, they are not prepared for the actual differences in way of living and thinking between two nationalities. As a result, they are going to have problems in cooperating with Vietnamese staffs if they still keep on their working style and thinking.

To solve the above problem, AIMNEXT VIETNAM would like to introduce the training course:

### **“Cross Cultural Training for Japanese Expatriates”**

Through case studies about Vietnamese culture and character, you could be able to know how to effectively communicate with Vietnamese staffs. AIMNEXT VIETNAM believes that this training course could help you in management tasks as well as harmonization of relationship between Japanese and Vietnamese.

#### **★As a Japanese expatriate, have you been in the below situations?**

##### **➤ Do not have enough time to learn about culture and people in Vietnam**

Was it because that you was so busy with transferring procedures and works, so you did not have time to learn about Vietnam? However, understanding your partner’s background (culture and characters in general) is the most important step in communication. Without understanding your partner, you can not solve the problem if it happens.

##### **➤ Vietnamese staffs’ way of thinking and working is so different from Japanese staff**

Have you ever felt frustrated when your Vietnamese staffs make mistakes that could not happens in Japan such as lack of awareness in strictly following schedule or deadline, always making excuses, not reporting problem etc.? Have you ever felt disturbed when you have to explain and instruct your staffs how to do their jobs which you expect they should have known themselves?

In order to avoid the above feeling and to lead your staffs, who have different character from yours, to do their jobs with high efficiency, you need to learn Vietnamese way of thinking and working.

##### **➤ Vietnamese staffs’ task result do not meet your requirements**

Vietnamese people’s self-esteem is very high so they could not tell you that they “do not understand” how to accomplish the assigned tasks. They just try to finish the tasks based on their vague understanding, which leads to low quality results or even could cause many problems. Thus, you should learn how to effectively instruct your requirement to your staffs to ensure the high result.

## Cross Cultural Training For Japanese Expatriates

This training program is developed based on material and experience about our Japanese staffs working in Vietnam together with the practical experience and knowledge of our company's Vietnamese trainer. By applying case-study training method, you could deeply understand about Vietnamese culture as well as how to effectively communicate with Vietnamese people. This training program will be taught by Vietnamese trainer who has great working experience in Japan, so he/she has deep understanding of differences between Japan and Vietnam.

**Target: Japanese staffs working in Vietnam**

### Content

**Training venue: At client's company as required (6 hours)**

#### 1 Let's understand about Vietnam!

★ Understanding your partner is the first and important step in communication. Because it could help you effectively plan your strategies.

- ✦ Basic knowledge about Vietnam: economy, politics, current issues/ events
- ✦ Current state and issues in infrastructure
- ✦ State and issues in employment and labour market at the present and up coming years etc.

#### 2. To effectively cooperate with Vietnamese staffs

##### 2-1. Understand about Vietnamese people

★ Good understanding about the differences between way of living between Japanese and Vietnamese people, and Vietnamese's characters could make smooth communication.

- ✦ Vietnamese's main characteristics
- ✦ Vietnamese's perspective about Japanese (What does Vietnamese think about Japanese?)
- ✦ Effective training required for Vietnamese staffs

##### 2-2. Communication method with Vietnamese

★ Learn how to solve problem through specific case-study. Vietnamese trainer will explain about Vietnamese's thinking and actions in each case-study.

- ✦ Ways of instructing your order
- ✦ Ways of praising or expressing your displeasure
- ✦ Ways of requesting or receiving Hourensou
- ✦ Ways of motivating your Vietnamese staffs

#### 3. Learn some simple Vietnamese words

★ Greet your Vietnamese staff in Vietnamese to build friendly and harmonize bridge between you and your staffs.

- ✦ Enjoy the joy of good communication with your Vietnamese staffs.
- ✦ Empathetic words could bring positive thinking to your staffs.



※ The above content is subject to change without prior notices.

\* AIMNEXT also offer this training program in Japan.

Please contact and consult us about this training program via Tel, Fax or Email.

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