

Coexistence Between Japanese and Foreign Workers

For non-Japanese workers

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The Current Situation of Foreign Workers in Japanese Companies

○Contracts and management

When they enter a company, sometimes they make a contract without written agreement.



Working conditions such as overtime pay and paid leave are not told.

○Communication

Japanese workers can't understand what foreign workers are saying.



Relationships get worse.



Bullying, Power Harassment

○Establishment of a mentoring system

Some companies have consultants for foreign workers, such as mental support.

Business Manners in Japan

○Basic

- Do not be late for the meeting time.
- It is required to "read the air" from the individual's claim.
- Give priority to work, not to your family.

○Appearance

- Iron, wear a suit or blouse free of wrinkles and dirt.
- Have a simple watch and card case.
- Makeup with a plain color.

○Phone manners

1. Pick up the phone as soon as possible.
When ringing three calls, you should say
"omatase itashimashita".
When ringing more, say
"taihen omatase itashimashita".
2. Speak with clear voice.
3. Say your company's name, your department name and your name.
4. Take notes of the important things and repeat them.
5. Put it on hold when you speak to others.
6. Don't let people wait long even if you have to talk about the matter
with your colleague.

○Manners of reception

1. Choose a restaurant or dish based on the taste of the person you invite.
2. Prepare for souvenirs and the second party.
3. Eat at the restaurant before reception.
4. Keep concentrated from pick-up to see you off.
5. Don't drink too much.
6. Pay attention to whether they are enjoying.
7. Be careful not to stop talking.
8. Keep the accounting inconspicuous.

○How to speak

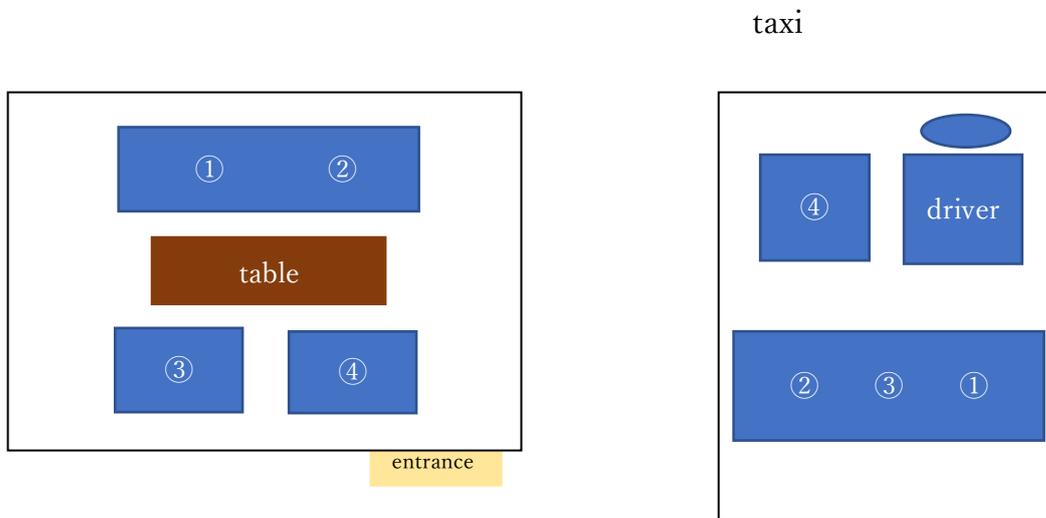
Use respectful words for superiors, seniors, customers, and people outside the company.

1. “sonkeigo”→ Respect for the behavior of other people.
2. “kenjougo”→ Being humble and giving other people higher position.
3. “teineigo”→ Respect the other party with polite word.

| English | Japanese | 尊 敬 語 (sonkeigo) | 謙 讓 語 (kenjougo) | 丁 寧 語 (teineigo) |
|---------|-------------|--------------------------|---------------------------|----------------------|
| look | 見る(miru) | ご 覧 になる (goranninaru) | 拝 見 する (haikensuru) | 見 ます (mimasu) |
| say | 言う(iu) | お っ しゃる (ossharu) | 申 し 上 げる (moushiageru) | 言 い ます (iimasu) |
| go | 行く(iku) | い ら っ しゃる (irassharu) | 伺 う(ukagau) | 行 き ます (ikimasu) |
| come | 来る(kuru) | い ら っ しゃる (irassharu) | 伺 う(ukagau) | 来 ます (kimasu) |
| eat | 食べる(taberu) | 召 し 上 がる (meshiagaru) | い た だ く (itadaku) | 食 べ ます (tabemasu) |
| hear | 聞く(kiku) | お 聞 き になる (okikinaru) | 伺 う(ukagau) | 聞 き ます (kikimasu) |

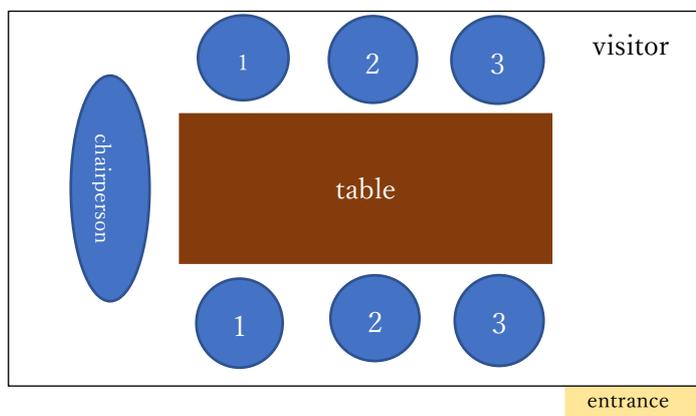
○ The manners of the seating

Not lady first, there is special seat for upper graders in Japan, the position to sit is determined.



○ Meeting manners

- Be punctual.
- Listen carefully to what other people are saying.
- Take notes.
- Even if you are asked to sit down on the special seat for upper graders, it refuses once.
- Don't drink until you are recommended.
- Make sure that the visitors drink it first.
- Let the superior enter and exit first.



○ Manners for exchanging business cards

Step1. Have your own card in advance.

Step2. The visitor puts out a business card first.

Step3. The business card is above the chest at this time of the name of the company, the department name, and the full name while holding it with one hand and the other to accompany it.

Step4. Take a business card, hold it on the business card compartment while standing, put it on the table in the order of the business card, put it on the table, and put it in the surroundings, instead of putting it away immediately.

NG Points

Do not put directly in your pocket or wallet.

Do not give dirty business cards.

Do not receive business cards with one hand.

Do not pass over the table.

Do not forget your business card and go home.

Forgot your business card

Say "kirasite orimasite".

If visitors give their cards to you first

Say "mousi okuremasita".

In the case of business card exchange with more than two people

1. Exchange between the manager of your company and the counterpart.
2. Then, the section chief and the person in charge of the company.
3. Next, you and the boss of the counterpart.
4. Last, you and the counterpart.

○ Drinking party

- At the drinking party, pour alcohol on your superiors and seniors.
- Even if you can't drink alcohol, put it in your mouth once.
- Be punctual.
- Be careful of seating.

Class Introduction of Japanese Manners

○ You need to know business manners

“I don’t know why I was warned.”

“I don’t know what the Japanese think.”

“What is Japan’s diplomatic language?”

Such troubles and worries can be caused by a lack of knowledge about Japanese manners.

Not knowing these things may result in losing important business opportunities, worsening relationships with your co-workers and bosses, and making it difficult to work. Therefore, it is essential for you to understand Japanese business manners.

○ Business manners education

Business manner education for foreign workers is one of the efforts to improve the above-mentioned problems.

• Join a class

Join classes in which you can learn Japanese business manners include “Multicultural Coexistence Promotion Office” in Aichi Prefecture. Here, we aim to create a prosperous and dynamic community through the formation of a multicultural symbiotic society, and we are doing various things for living together.

• Take the Japanese Business Manner Competency Certification Exam

This is a test for foreigners who are working for Japanese company or would like to work for a Japanese company in the future, and there are four grades that match their business skills.

During this test, you can learn about Japanese business manners and what skills are required when you work in Japan.

☑ Easy Japanese

○Do you know “Easy Japanese” ?

“Easy Japanese” is easier than ordinary Japanese. It’s simple Japanese that foreigners can understand. Especially, it is said that Japanese, which has three characters, hiragana, katakana and kanji, is more difficult than many languages of the world. Therefore, if you don’t use the Easy Japanese, the Japanese are in an advantageous position. In order to prevent this from happening and create an equal relationship between foreign and Japanese workers, we need Easy Japanese.

○Easy Japanese Rule

- Avoid difficult words and use simple words
- Shorten a sentence and simplify the structure of the sentence
- Katakana, words from foreign languages, Roman letters are not used
- Pay attention to the amount of kanji used and add furigana to all kanji
- Avoid ambiguous or dual negatives

○Examples of Using Easy Japanese

| 変わる前 | やさしい日本語 |
|----------|--|
| 無料 | お金 <small>かね</small> はいらない |
| 料金前払い | 先 <small>さき</small> にお金 <small>かね</small> を払 <small>はら</small> う |
| 土足厳禁 | くつ ぬぐ |
| 少々お待ち下さい | 少し <small>すこ</small> 待 <small>ま</small> って下 <small>くだ</small> さい |