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Dealing with Japanese on a one-to-one basis usually comes very easy to non-japanese, but dealing with Japanese as a group can be a different matter altogether. And no matter how nice you are, or how good your Japanese becomes, you will always be treated as an outsider.

In customer service, in which you're dealing with many people every day, being aware of cultural diversity is a must. And it's even more important in eCommerce - since customers can come in from all over the world.

One of the problems that some foreigners encounter when living in Japan is how to discuss political and ethical subjects with Japanese people. Exchanging smalltalk and simple ideas usually will not be taxing (aside from any language barrier) or pose a problem,...

Japanese Business Etiquette Tips for Success

Since kata, albeit in a slightly different incarnation, happens also to be the key to understanding and training in the koryu, this book is enormously enlightening. The author is particularly good at pinpointing the causes of Western frustration when dealing with the Japanese.

But kata is far more important to understanding and dealing with the Japanese than this implies. The whole of Japan's traditional culture, from personal etiquette to how one learned to do all of the routine things in life, was based on precise kata—on exact prescribed ways of doing them.

This is a definitive description of the fundamental changes that have taken place in the way the Japanese do business since the meltdown that began in the late 1980s and early 1990s, with specific guidelines for understanding and dealing with the changes. It covers the Western practices that...

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Many rules of Japanese business etiquette follow the concept of saving face. Avoid causing someone to "lose face" by correcting them publicly. If you must correct a fact, take them aside and clear things up in private. Tipping is not customary in Japan and can sometimes considered rude.

Resist the urge to fill the silence with more talk about an issue your Japanese counterpart would rather avoid at the moment. Group Solidarity is Paramount. It's widely known that Japan is a group-oriented culture—group solidarity is valued over individualism.

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With increasing investment into these regions, local professionals are increasingly dealing with Japanese in a business environment without necessarily ever visiting Japan. Human resources managers face the challenge of giving their employees the best platform to understand and engage with management and colleagues who have come from a very different corporate upbringing.

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