**Activity Space (Building Credibility at the workplace)**

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| **OP1 Grp** | **Member names** | **Roles** |
| 3 / C | Isaac, Hao Feng, Sharif, Shyun, Tuan | Presenters |
| 4 / D | Daryl, Emily, Tai, Haziq, Yu Zhong | Reviewers |
| 1 / A | Jun Lim, Alan, Wraine, Jun Leong, Aileen | Audience |
| 2 / B | Wei Li, Musfirah, Anvitha, Braden, Edward | Audience |

**Group 4 (Reviewers)**

Please refer to the rubrics and make notes on the following aspects of each presenter.

* Content and Structure
* Question and Answer
* Delivery: Non-verbal communication
* Delivery: Visual aids
* Delivery: Voice and Teamwork

**Groups 1 & 2 (Audience)**

**Please remember to ask good questions at the end of the presentation**

**Audience Activities**

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| **Room** | **Groups** |
| 1 | Jun Lim, Alan, Wraine, Jun Leong, Aileen |
| 2 | Wei Li, Musfirah, Anvitha, Braden, Edward |

**Group 1/ A**

**Task 1**

1. Read the scenario below and discuss the questions by applying your understanding of intercultural communication.
2. You can find out more by referring to this website <https://geerthofstede.com/culture-geert-hofstede-gert-jan-hofstede/6d-model-of-national-culture/>
3. Prepare to share your group’s views with the class.

Although he is only 28 and just out of business school, Peter is a competent and ambitious businessperson. His firm, an IT security company based in his hometown, Vancouver, respects him for his no-nonsense and aggressive style. Thus, Peter is tasked to negotiate a new business contract with a Japanese corporation based in Japan.

What might happen (and why) at Peter’s initial meeting with representatives from the Japanese firm? Describe (or present in a role play) what Peter's expectations and behavior would be, and how the Japanese businesspeople would act and react, assuming that neither side knew much about the customs of the other.

Adapted from: Payne, C. (n.d.). Cross cultural characteristics and classifications. In *Culture and Communication: A Primer for Instructors*.

I think Peter's initial meeting with the Japanese firm representatives may give the latter a bad impression of him and worse, Peter's company. In general, Japanese businesspeople are very particular about their etiquettes and cultures (e.g. bowing, acknowledging seniority, exchanging business cards). Thus, if Peter was to go straight into the business discussion and negotiation, it may rub the Japanese businesspeople the wrong way. They may see Peter as someone with no manners and respect for their peers.

Reference: <https://asialinkbusiness.com.au/japan/conducting-business-in-japan/japanese-business-culture-and-etiquette>

**Task 2**

1. Read the scenario below and think of the possible causes for the situation below by applying your understanding of intercultural communication.
2. You can find out more by referring to this website <https://geerthofstede.com/culture-geert-hofstede-gert-jan-hofstede/6d-model-of-national-culture/>
3. Prepare to share your group’s views with the class.

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Karl, a Dutch lawyer, felt that his first business trip to Japan was going fairly well. He was determined to get to know his colleagues better and was particularly pleased to be invited out for drinks after work with most of the team, including the senior managers.

At the bar, everyone was expected to entertain; even the senior staff got to sing karaoke songs or tell jokes. Everything seemed fairly informal and cooperative, with Karl's karaoke version of 'Imagine' winning rapturous applause from the group.

Keeping this informality in mind, Karl used a team meeting early the next morning to present a proposal for resolving a minor logistics problem he had noticed. He was surprised to be met with a wall of embarrassed silence and was noticeably excluded from informal exchanges as people left the meeting.

Adapted from: Culturewise Ltd (2013). Intercultural Training Exercise Pack. Retrieved from http://www.culturewise.net/wp-content/uploads/2013/05/Cultural-awareness-training-exercise-pack.pdf

**Maybe no one took him seriously after that :\**

**He could have broke voice multiple times while singing Imagine, so during the meeting it may have seemed embarrassing to see him be firm?**

**What if the logistic problem could have happened during their trip to Izakaya haha\*/**

**It is possible that the Japanese businesspeople were embarrassed to hear a foreigner highlight a small logistics issue that their company has made. In Japanese, and perhaps to a certain extent Asian cultures, such mistakes are considered unacceptable and for it to be highlighted by an 'outsider' makes it all the more embarrassing for them.**

**It's possible that because Karl is a lawyer by profession, him raising an issue about logistics may make the Japanese businesspeople question his credibility on addressing such an issue, especially since it is a minor logistics problem.**

**Group 2/ B**

**Task 3**

1. Read each of the following pairs of descriptions.
2. Decide which descriptions are more like your country/culture, A or B.
3. Think of another culture or country that is more like the other type. You can find out more by referring to this website <https://geerthofstede.com/culture-geert-hofstede-gert-jan-hofstede/6d-model-of-national-culture/>
4. Can you think of any misunderstandings that might arise when people from cultures more like A communicate with people from cultures more like B?
5. Share your key learning points from this activity with the rest of the class.

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|  | **A** | **B** |
| 1 | People tend to talk quite loudly and are not particularly concerned if people they do not know overhear their conversations. [This] | People tend to be more soft-spoken, and take care to ensure that they do not talk so loudly that other people can hear their conversations. |
| 2 | People tend to communicate in an informal way, using first names at work or when dealing with customers and colleagues. People rarely use formal titles (like Mr or Mrs, Doctor, Engineer, Architect). [This] | People tend to use formal titles (like Mr or Mrs, Doctor, Engineer, Architect) at work, or when dealing with customers and colleagues, people tend to use first names mainly with family and close friends. |
| 3 | People like to make 'small talk' (that is, talk about the weather, football, politics) before they start talking about business. [This] | People like to get straight into business without bothering with too much 'small talk' (that is, talk about the weather, football, politics). [This] |
| 4 | People often prefer to use e-mails, faxes, letters or other forms of written communication to pass on important information and make sure they get the response they want. [This] | People often prefer to use face-to-face discussions, telephone calls or other forms of spoken communication to pass on important information and make sure they get the response they want. [This] |
| 5 | Demonstrating interest in what other people have to say means maintaining good eye contact with them when they are talking. [This] | Demonstrating respect for other people means trying to avoid too much direct or close eye contact while they are speaking. |

Adapted from: Culturewise Ltd (2013). Intercultural Training Exercise Pack. Retrieved from http://www.culturewise.net/wp-content/uploads/2013/05/Cultural-awareness-training-exercise-pack.pdf

**Task 4**

Read the following article about Apple.

https:/ /www.pon.harvard.edu/daily/dispute-resolution/dispute-resolution-in-china-apple-apologizes-for-warranty-policies/

What is your key takeaway from this article?

Share your views with the class.

**Team 1/A**

* Apple understood and learned how Chinese people value the importance of a public apology from a company, especially if it is done sincerely and timely.
* Do not provide less than sufficient services or overcharge people.
* It seems like Western ideology believes that public apologies are detrimental to a company as their rivals can use the apologies against it. However, the public apology Apple has made in China has shown that this is not always the case.

**Team 2**

* It’s important to address accusations early and sincerely
* As the Chinese culture values public apology, Apple has done a great job in recognizing and understanding the importance of this.

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| **Group** | **Key Takeaways** |
| 1 | * Accepting criticism is important. Additionally, we should learn to be diplomatically correct when responding to criticisms that we feel are incorrect or unjustified. * Know the culture you are in to be accepted by others |
| 2 |  |
| 3 | -Focus on specific content if you have too much  -Have to make more obvious links to the main structure so that the whole structure will be better linked and flow better  -Have to improve in being more natural  -Have to structure better in a way that contents will not be overlapped  -need to improve in pronunciation |
| 4 | Important to link up all the points  Visual aids must not be distracting, and enhance the presentation  Focus on a few points instead of trying to present everything |