

# Revision Part II

# –Provide three reasons why the Shannon and Weaver’s (1954) model of communication is considered incomplete.

- **Discussion:**
- [Jane P.](#) The Shannon and Weaver’s (1954) model of communication is incomplete because it does not contain perception of concept, context and it is a person-to-person communication rather than a group communication. These three components should be included to know the tone and expression of the communication to avoid miscommunication. *10/25 12:49 am*
- [白守 L.](#) Shannon and Weaver's (1954) model of communication is considered incomplete as it did not include the perception of both the sender and receiver, the context and it cannot be used for group communication as it mainly focuses on one to one communication. *10/25 12:58 am*
- [Ziyangsng L.](#) Comment on group 1: Can elaborate on “the perception of both the sender and receiver” as the physical hand gesture, emotions and their characters and values. *10/25 1:12 am*
- [Pohyangxun L.](#) Group 15 – To add on to what group 6 have said, another term for person-to-person communication can also be known as non-verbal communication. This might result in conflict issues due to miscommunications. *10/25 1:15 am*

# –Explain the difference between kinesics and haptics. Upload an image to illustrate each.

- [Ahmed K.](#) Group 7: Kinesics is a communication through body movement and posture as well as facial expressions where else Haptics is communication through sense of touch to deliver feeling and emotions. Example of Haptics: Patting your pet or handshake Example of Kinesics: There would be no eye contact between two persons, showing no interest in the conversation. 10/25 12:56 am
- [Juansiew L.](#) Group 2: Kinesics (<https://goo.gl/images/gZAmRw>) is the use of gestures and movements as non-verbal communications. Haptics (<https://goo.gl/images/YJ1Ps1>) is the use of touch between individuals as non-verbal communications. The difference is kinesics is a body language that is expressed by the sender, while haptics is a non-verbal communication that is shared between both party. 10/25 12:57 am
- [Prasangi W.](#) 2 <- 11 An example for kinesics is that you might use hand gestures to indicate the size or shape of an object. Whereas for haptics is how touch has the power to comfort someone in the moment of sorrow when words alone cannot. 10/25 1:13 am
- [Sharifah Z.](#) Group 16 > Group 7 Their group should include images to illustrate the point clearer. Kinesics refers to the postures, gestures and orientation through body movement in non-verbal communication.
- For example,  
([https://www.google.com.sg/search?biw=1280&bih=614&tbm=isch&sa=1&q=gestures+and+postures+in+communication&oq=postures+gestu&gs\\_l=psy-ab.3.0.0i8i30k1l2.1222.5699.0.7007.10.7.3.0.0.0.135.795.0j7.7.0....0...1.1.64.psy-ab..0.3.348....0.FCWqT-49jGY#imgrc=7idyLzGNbQLBhM:](https://www.google.com.sg/search?biw=1280&bih=614&tbm=isch&sa=1&q=gestures+and+postures+in+communication&oq=postures+gestu&gs_l=psy-ab.3.0.0i8i30k1l2.1222.5699.0.7007.10.7.3.0.0.0.135.795.0j7.7.0....0...1.1.64.psy-ab..0.3.348....0.FCWqT-49jGY#imgrc=7idyLzGNbQLBhM:))
- Whereas, haptics refers to communicating through touch such as cultural, ritualistic, support, dominance, affection and sexual interest.
- For example,  
(<https://www.google.com.sg/search?tbm=isch&q=communication+through+touch&spell=1&sa=X&ved=0ahUKEwip4PzgqovXAhWLR48KHYu-CkgQvwUllYgA&biw=1280&bih=614&dpr=1.5#imgdii=0kh5GetVILthvM:&imgrc=aehlWsjmDporVM:>) 10/25 1:27 am

–Explain the Johari window. Illustrate the Johari window on a piece of paper, clearly stating the 2 categories and 4 sections. Upload the photo of your drawing.

- [Ang M.](#) Group 8: The Johari Window is a tool that helps illustrate and improve self-awareness. It can be used for mutual understanding between individuals in a group. The Johari Window can also be used to assess and improve a group's relationship with other groups Johari Window: 2 categories: - The areas of yourself known to you - The areas of yourself known to others 4 sections: - Public area - Hidden area - Blind spot - Unknown area 10/25 12:54 am
- [Jlportfolio28858 L.](#) Group 3: A technique that helps people understand each other better. Top left quadrant: Known to self and known to others, the information that both you and others know. Top right quadrant: Unknown to self, known to others. The information you don't know but others know. Bottom left quadrant: Known to self and unknown to others. The information about you that you know but others don't know. Bottom right quadrant: Both unknown. The information that both people don't know. 10/25 12:55 am
- [Weilin G.](#) Group 12 (Victoria & Wei Lin) <https://www.quora.com/What-is-the-Johari-Window-and-how-to-use-it> There are 2 categories of Johari Window which are – The things that others know and don't know and the things you know and don't know. There are 4 sections of Johari Window which are the 'Public Arena', 'Blind Spot', 'Façade' and 'Unknown Area' 10/25 1:13 am
- [Huiminta N L.](#) Group 17 on Group 8: ? Explanation of Johari window (Well done) ? Illustration (Well done) ? Pros and cons of Johari window not explained (Improvement) ? The model may not be an actual representation of a person (Improvement) ? Cons: negative representation may damage a person's confidence (Improvement) ? Pros: Users are able to better understand themselves and push for further improvement (Improvement) 10/25 1:14 am

–Explain what is integrative (principled) bargaining approach and a distributive (positional) bargaining approach.

- [van12 Ab L.](#) Distributive bargaining is the approach to bargaining or negotiation that is used when the parties are trying to divide something up, to distribute something. Integrative bargaining is a negotiation strategy in which parties collaborate to find a "win-win" solution to their dispute. It focuses on developing mutually beneficial agreements based on the interests of the disputants. GROUP 4 w Eugene 10/25 12:53 am
- [Danny C.](#) Group 09 Integrative (principled) bargaining approach refers to engaging in joint problem solving to identify interests. It requires working together to resolve each party's underlying issues, needs and concerns. This is to adopt and achieve a win-win outcome approach. A distributive (positional) bargaining approach argue from the position of only 'what they want', taking opposing sides on any particular issue in dispute. It strongly defend their stance and refuse to consider options other than their competing viewpoints. 10/25 12:56 am

# –Q1. There are four formal organisational communication channels, list and give an example of each.

- [Loveless Wawa L.](#) Group 5 Collaboration is one formal organizational channel. Tools used for collaboration include shared electronic whiteboards and emails. Example of their use include online meetings and reviewing projects, plans and business processes across all stakeholders in real time. Another channel is communication with customers and suppliers. Tools used for this include facebook, twitter and other similar social networking sites. Examples of their use include marketing new products and getting feedback from suppliers and customers. Another channel is training and development. Tools used include wikis, blogs and discussion forums. Examples of their use include holding training sessions over long distances, and knowledge management. The last communication channel is work process efficiencies. Tools include location and tracking technologies, and warehousing software. Examples of their use include reporting of stock levels and movements, and improved reporting. 10/25 12:57 am
- [Marcus C.](#) The 4 communication channels are: Upwards, Downwards, Lateral and Diagonal 10/25 1:07 am
- [Marcus C.](#) Examples of downward communication are like job instructions passing down from the higher ups. Upward communication are like production reports done by managers to submit to higher ups. Lateral/Horizontal communication are like Task communication between people of the same level. Diagonal communication are like Information sharing and conflict management between every level. 10/25 1:09 am

# –Q1b. Explain when we will need Horizontal (lateral) communication in an organization?

- [Prasangi W.](#) Horizontal communication occurs between people operating at the same level or under the same executive. It is used during task coordination, problem solving, sharing information, conflict resolution and building rapport. Group 11/10/25 12:52 am
- [Sharifah Z.](#) GROUP 16 We will need horizontal (lateral) communication when being used in an organization for example in task coordination, problem solving, sharing information, conflict resolution and building rapport. 10/25 12:55 am
- [Juansiew L.](#) Group 2: In an organisation between different departments. People who are of equal rank, can work together and collaborate to comprehend each other's skill set. 10/25 1:08 am
- [Ahmed K.](#) Group 7: As group 16 mentioned, they explain on the definition not when it should be used. Horizontal communication can be applied in collaborating and compromising negotiation to come out with "win-win" situation. Examples: Discuss to improve on existing marketing strategies between two internal departments. 10/25 1:10 am



# –Explain the concept of Synergy in effective group communication

- [Huiminta N L](#).Group 17. Synergy: the whole' group's performance is greater than the sum of its equal parts. It is when the group has a clear direction, effective communication system, someone to monitor their performance, and, are able make better decisions.10/25 12:54 am
- [Weilin G](#).Group 12 ( Victoria & Wei Lin) : The concept of Synergy in effective group communication is defined as the combined effect from the interaction group is greater than the sum of their individual effect. For example:  $2 + 2 = 5$  where it will lead to better quality decision making and problem solving, and the generation of creative ideas and solution.10/25 12:55 am
- [Ang M](#).Group 8 --> Group 17: Synergy refers to the combined effects produces by two or more parts or individuals. Synergy results when the whole is greater than the sum of the parts. Positive synergy ( $2+2=5$  effect) is combining 2 units of output to produce five units of output by combining their efforts and working together effectively. By combining their knowledge, insights, and ideas, groups often make better decisions than would have been made by the group members acting independently. Negative synergy ( $2+2=3$  effect) occurs when the combination of efforts result in less output that what they would have achieved if they had each worked alone. Negative synergy results from inefficient committees that lack strategic fit and from other poorly functioning joint efforts. Groups commonly experience negative synergy because group decisions are often reached more slowly, and thus may be more expensive to make than individual decisions.10/25 1:12 am
- [Jlportfolio28858 L](#).Group 3: Synergy refers to the combination efforts of groups of people, where the output from the efforts of these people could be greater or lesser depending on their performance and effective communication. Synergy can be divided into 2 categories, positive and negative synergy. Positive synergy can be sometimes called the  $2+2 = 5$  effect, where the output is better as 2 sub systems are able to produce more than 4 units of output. For example, people tend to work better in a supportive and positive working environment and engaged workers tend to perform better. Negative synergy can be sometimes referred to the  $2+2 = 3$  effect, where the output is lesser. For example, in group cohesions, people tend to agree with the majority whose ideas may not be beneficial for the team. This is known as the group think effect.10/25 1:20 am



–In negotiation style the desired outcome is always (collaboration: win-win), explain the reason why the outcome might not always be ‘win-win’ in compromising negotiation style.

- [Ziyangsng L.](#) Group 10: In compromising negotiation style, there are three different scenarios (win-win, win-lose, lose-win). In order to achieve a win-win situation, both parties must be satisfied with the outcome, even though they might lose out in one way or another. In most situation, it will end up with one party dissatisfied with the outcome, while the other party will be satisfied with the outcome.10/25 12:57 am
- [Pohyangxun L.](#) Group 15: Compromising negotiation style is a wild card when it comes to conflict negotiation. With that said, there is a chance for an outcome to be win-lose or lose-win depending on the which party you are looking at. Hence, if the needs and goals are only achieved by one party, it will result in a win-lose outcome leading to a compromising negotiation style.10/25 12:59 am
- [Ivan12 Ab L.](#) Improvement from Group 4 - Collaboration negotiation will not always result in a "win-win" is because neither side gets all of what they really want, but they each make concessions in order to reach an agreement that is acceptable to both.10/25 1:07 am
- [Jane P.](#) Group 6: Our preferred answer is: In compromising negotiation style, there are three types of outcomes, win-win, win-lose and lose-win. To achieve win-win outcome, both parties must be satisfied with the results. However, if one party is not satisfied with the result, it will result in win-lose or lose-win outcome.10/25 1:16 am
- [Danny C.](#) Group 09 in reply to Group 15: It might not always be a win-win situation as both parties might have different needs and goals. Compromising negotiation style will also lead to lose-win situation.10/25 1:16 am
- [Elden Y.](#) WEISHIN: A compromising negotiation style has many unpredictable outcomes so the outcome of it will not always be the same as collaboration, where it ends in a win-win outcome for both parties. In a compromising negotiation style, to meet end goals by both parties, either to close a deal or reach an agreement, one party will always have to compromise and lose out, resulting in a win - lose situation.10/25 1:32 am

Analyse the following video and explain the negotiation style used (State clearly who used which style).

[Marcus C.](#) Botak old man uses competing as he is insisting on his own stand without giving a thought for the young man's consideration, which left him in a difficult losing situation.

*10/25 12:59 am*

[Greth L.](#) The negotiations style mentioned by MARKUS WITH A C only focus on the botak. The young chap in question had tried to compromising time and again to try win over the old botak and seal the deal.

*10/25 1:09 am*

Case study I: Analyse the two (A & B) cases in the following video:  
 Video A: Ms. Katy (Hotel) vs Mr. Mayson (Linen Cleaning Shop) Video B:  
 Ms. Sharon (hotel) vs Ms. Iris (Linen Cleaning Shop) a) Discuss the  
 negotiation styles employed (State clearly who used which style). b)  
 Discuss the bargaining approaches used (State clearly who used which  
 style).

- [Marcus C.](#) Group 14 - a) Both parties are employing the collaboration style as they are working together to find a result which both parties would find satisfactory. b) Integrative approach was used as both parties value each other's relationship so they were working to find a common ground. 10/25 1:53 am
- [Ziyangsng L.](#) Group 10: Question B) Ms. Sharon is performing a distributive bargaining approach whereas Ms. Iris is performing an Integrative bargaining approach. Ms. Sharon only argue from the position of "what she really wants", as compared to Ms. Iris, who is trying to work together to resolve each party's issues such as rescheduling the pickup time for the linens and reducing the price per linen to 75cents. 10/25 1:56 am
- [Juansiew L.](#) Group 2 - Video A: a) Ms Katy and Mr Mayson demonstrated the Competing Negotiation Style where both party is unwilling to compromise for a win-win solution. Both party do not want to cut down the pricing that they have proposed. They are both only willing to accept the contract if the other party follows their exact terms. / b) Ms Katy and Mr Mayson uses the Distributive Bargaining Approach in this scenario. Both party argues for the benefit of themselves without caring about the other party's concerns. They also only see the negotiation as a way to get as much as they can for themselves. They argue from their point of view and do not see the other person's perspective and is not open to collaborating. 10/25 1:58 am
- [Jane P.](#) Group 6: a) Video A: Both Katie and Manson used competing negotiation style as he insisted on changing the contract details without trying to discuss about it. She does not want to give in to his demand and firmed with her decision. 10/25 1:59 am
- [Jane P.](#) Group 6: b) Video A: They used distributive bargaining approach because they do not give in to each other and tried to gain as much as possible. In addition, when their agreement was not met, Katie rejected his dinner offer and thus they traded off between issue and relationship. 10/25 2:00 am
- [Lim M.](#) Group 7: Mayson uses competing negotiation style as he was trying to get a higher price, 1 dollar as he notices the company is able to afford that price, than the agreed price 50cent. Katy choose an avoiding negotiation style as she is not changing the original agreed 50 cent contract that they both decide even though she might lose the cooperation with Linen Cleaning Shop. Both parties used position based negotiation as they wanted to stick with their desired price. Mayson, the selfish guy, trying to increase the price because he knows the company can afford the price. As for Katy, she did not try to increase the price a bit to satisfy Mayson but instead sticking with the existing price. Therefore, it is position based negotiation for both parties. 10/25 2:01 am
- [Gareth L.](#) Katy was approaching the negotiation with an integrative. She mentioned that they had previously collaborated a price of 0.50 per linen. The turning point was when Mayson (more like Dickson) decided to take a distribution approach after analysing their report. Being flabbergasted, Katy started to adopt a competing style that had mirrored DICKSON (once Mayson) towards the negotiation. The negotiation thus, fell through. (Group 5, Video A) 10/25 2:01 am

- **Prasangi W.** Group 11 Case B: a) The negotiation style employed is collaborating. Even though both did not get what they initially wanted, they met halfway with their decision so that they can be satisfied with the outcome. For example, girl B asked for 50cents per linen while girl A proposed for 1 dollar per linen. So, after discussing they both agreed with 75cents per linen. b) Integrative bargaining approach. As both parties work together to produce a greater outcome rather than reach on their own. 10/25 2:05 am
- **Juansiew L.** Group 2 - Video B: a) Ms Sharon and Ms Iris demonstrated the Compromising Negotiation Style where both party meet the middle of each other's term for the pricing. Both party are willing to open room for negotiation from \$1 (from Ms Iris's) & \$0.50 (from Ms Sharon's) to \$0.75. / b) Ms Sharon and Ms Iris uses the Integrative Bargaining Approach in this scenario. Both party negotiate and consider each other's perspective in attempting to create a win-win solution. 10/25 2:05 am
- **Jane P.** Group 6: a) Video B: At the beginning of the video, Ms. Sharon used competing negotiation style as she insisted on her schedule idea and Ms. Iris used accommodating negotiation style as she give in to Ms. Sharon proposal. Both Ms. Sharon and Ms. Iris used compromising negotiation style as they came to a middle ground of 75cents which both parties are satisfied with the outcome. Therefore, the outcome was a win-win. 10/25 2:09 am
- **Jlportfolio28858 L.** Group 3: In case study A, both parties showed avoiding styles. Mayson avoided as he was not willing to negotiate further by changing the topic, asking her out at the end of the video. Although Katy was firm in her stance for the 50 cent deal, in the end she also avoided the question and the deal did not come through. In case study B, both parties displayed an integrative bargaining approach. Both parties wanted a win-win situation as Sharon wanted a dollar for each linen, but in the end agreed on 75 cents as she wanted the deal. Likewise, Iris suggested that the deal should increase to 75 cents as she also wanted the deal. Both parties also managed to agree on 4pm for the linen pick up timing. 10/25 2:09 am
- **Jane P.** Group 6: b) Video B: They used integrative bargaining approach because they tried to come to a win-win situation based on their interest. 10/25 2:09 am
- **Gareth L.** a) When Sharon requested for pickup to be at 4, JAV girl say need to ask boss (try to compromise). Sharon need the price to be lower at 0.50, JAV girl compromise and offered 0.75. Sharon accommodate to the price of 0.075. b) When agreeing to the changes in prices, although not what she had intended, she accommodated demonstrating a integrative approach. (Group 5, Video B) 10/25 2:11 am
- **Gareth L.** Katy was approaching the negotiation with an integrative. She mentioned that they had previously collaborated a price of 0.50 per linen. The turning point was when Mayson (more like Dickson) decided to take a distribution approach after analysing their report. Being flabbergasted, Katy started to adopt a competing style that had mirrored DICKSON (once Mayson) towards the negotiation. The negotiation thus, fell through. (Group 5, Video A) 10/25 2:12 am
- **Huiminta N L.** Group 17, Case B: a) Discuss the negotiation styles employed (State clearly who used which style). Ms Sharon's wanted to lower the price to \$0.50. Ms Iris's outcome is to sign a deal. Ms Sharon tried to compete at first for the price to be lowered to \$0.50, but compromised when Ms Iris lowered the price to \$0.75. Ms Iris tried to compete at first when Ms Sharon requested for a lower price of \$0.50. She compromised and offered a \$0.75 price. Both parties collaborated in the end as they achieved their outcome. b) Discuss the bargaining approaches used (State clearly who used which style). Integrative approach because both parties got what they want. 10/25 2:12 am

- [Danny C.](#) Group 09: Both Ms Katy and Mr Mayon are demonstrating an avoiding negotiation style. The outcome is that both parties retract from their negotiation terms and stop the discussion by not agreeing on the price. This can be seen in the case study where Katy states that she is not going to change from fifty cents to a dollar. Mr Mayon is demonstrating a competing negotiation style as he keeps insisting that Katy's company could afford the change in price and the request from Katy is ridiculous. 10/25 2:13 am
- [Weilin G.](#) a) Discuss the negotiation styles employed (State clearly who used which style). Ms Iris bought a cup of coffee for Ms Sharon when she does not need it. Ms Sharon ask Ms Iris about how her family is doing. Ms Sharon is using competing style – she asks Ms Iris if she could get the drivers to pick up at 4 o'clock where it is closer to the housekeeping schedule. Ms Iris is using accommodating style – she will try to persuade the boss of the drivers to accommodate to Ms Sharon's suggestion. b) Discuss the bargaining approaches used (State clearly who used which style). Ms Sharon is using distributive (positional) bargaining approach – She persuade Ms Iris to lower the cost of linen from \$1 to \$0.50, reiterate that she discussed with the board of directors on the cost and feel that it was too much for the company to absorb as well as giving past cases of working with other linen cleaning shop whom accept \$0.50 a linen. Ms Iris is using an integrative approach – She tried to convince Ms Sharon that the cost of linen also include the washing services and delivering of linen so the cost would be \$0.75 which should be reasonable for both parties. 10/25 2:13 am
- [Weilin G.](#) Group 12 10/25 2:13 am
- [Prasangi W.](#) Group 11 Case A: a) The negotiation style employed is avoiding. As both did not come into terms with the contract, they did not manage to find an acceptable solution. b) Distributive bargaining approach. They only want what's best for their company. They do not cooperate to benefit both parties. 10/25 2:14 am
- [Ang M.](#) Group 8: Mayson - (a) Competing style He insisted on having "\$1" for the service despite him agreeing on "50 cents" on the previous negotiation after knowing the Katy's hotel is able to afford it. Katy – Competing style Katy didn't want Mayson to call her any other name than her name. She keeps emphasizing her name whenever the guy calls her name wrongly. (b) Mayson is using a distributive bargaining approach. It is evident when he says "I cannot do 50 cents because I know you can afford a dollar and that it something that I am going to stick by". A distributive bargaining approach argues from the position of only what that party wants and he will refuse to consider any other options other than their competing viewpoints. Katy is also using a distributive bargaining approach. Even though they had previously agreed on 50 cents, Mayson is insistent on 1 dollar during their phone call. Katy does not try to resolve this issue by providing a solution that can achieve a win-win outcome. Both parties show a distributive bargaining approach because both parties strongly defend their stance and do not work together to resolve each party's underlying issues, needs, and concerns. 10/25 2:15 am
- [Ang M.](#) Video B: (a) Ms Sharon – Compromising style ☐ She requests more flexible pick up time and was later agree to Monday, Wednesday Friday after Ms Iris checked with his boss. ☐ She was hoping the service for "50 cents" but after Ms Iris explaining how good her company is, she gives in for "75 cents" for the services. Ms Iris – accommodating style ☐ At first, it was "\$1" for the services, after negotiation, Ms iris agree to reduce the price to "75 cents" in order to secure the deal. ☐ Iris has to accommodate to the pick-up time of Ms Sharon's hotel. (b) Iris shows an integrative bargaining approach. She is willing to contact her boss to ask if the drivers are able to change their routes to accomodate to Sharon's 4pm pick up timing instead of the original 3pm pick up time. Iris understands Sharon's concern that her housekeepers are not able to meet the 3pm timing and they do not like it when their schedules are changed. Sharon also shows an integrative bargaining approach during the discusssion of the price of the linen. Sharon knows that Iris's company provide higher quality linen and wants to make the contract work but her board of directors are not able to do 1 dollar a piece. When Sharon could not get 50 cents, she is willing to settle for 75 cents to achieve a win-win situation. Both parties show an integrative bargaining approach because they engage in join problem solving to identify each other's interests. They work together to resolve each party's underlying issues to achieve a win-win outcome. 10/25 2:18 am
- [Lim M.](#) Group 7 - Scene 3: Due to Individualism Vs Collectivism, the Japanese falls under the collectivism dimension which valuing relationship is part of their culture. Therefore they do not directly reject coffee. 10/25 3:16 am

Case study II: Japanese company enters Brazil. For each question, apply Hofstede and/or Hall's model (State clearly which you used).

-Japanese: Tanaka San (Boss), Sumi San (Staff) and Sapporo San (Manager)

-Brazilians: Mr Mandesh (Boss) and Walter (staff)

Scene 1: Why do you think Tanaka San prefers speaking directly with Mr Mandesh?

Scene 2: List two points how Mr Mandesh should politely greet the Japanese?

Scene 2: Where should Tanaka San be seated?

Scene 3: Tanaka San said that he preferred green tea, why didn't he says 'no coffee' directly to the Brazilians?

Scene 4: List two communication barriers here.

Scene 5: What seems to be the problem in this scene? Discuss the chronemics of these two groups.

Scene 6: Analyse the non-verbal communication between Mr Walter and Sumi San. Why do you think this is happening?

Scene 7: Why is Takana San talking about family bond and relationship? Which model Hofstede or Halls will best explain this behavior?

Scene 8: This final scene showed that Takana San has decided to let a manager (lower rank) from his company handle the negotiations from now on. Why do you think this has happened?



- [Juansiew L.](#) Group 2 - Scene 2: a) Mr Mandesh should bow back when Tanaka San and Sumi San bow to them. Mr Mandesh should give his name card to them using 2 hands. / b) Mr Tanaka San should sit on the honored seat (kamiza) which is located farthest from the entrance and Mr Mandesh would sit opposite him. This is due to the high power distance in the Japanese Culture. *10/25 3:07 am*
- [Jane P.](#) Group 6: Scene 8: Takana San has decided to let a manager from this company handle the negotiation because he felt that he did not receive the basic respect that his rank should deserve and thus he asked the lower rank manager to handle the negotiation on behalf of him. In addition, this action is to reflect Brazil's rudeness toward Takana San. *10/25 3:15 am*
- [Loveless Wawa L.](#) Group 5 Scene 1: As a boss, Tanaka San wanted to speak with someone of the same rank in order to kick-start the business negotiations. Thus, he wanted to speak to Mr Mandesh. Scene 2: Tanaka San should be seated at the head of the table. Scene 3: The Japanese people are known to be very indirect when it comes to saying no. They believe in not letting people "lose face", thus Tanaka San did not immediately say no to the coffee, but insisted that he preferred green tea. Scene 4: Scene 5: Scene 6: Scene 7: Scene 8: Japan scores 54 on the power distance on Hofstede's 5 cultural dimensions. They are still a heretical society, but they also believe that not one person can only make a decision for the whole company. Thus by asking Sapporo San to take his place in the negotiation, he is also letting other members of the company to have an input and opinion on the negotiation. *10/25 3:16 am*
- [Huiminta N L.](#) Group 17: Scene 1: Why do you think Tanaka San prefers speaking directly with Mr Mandesh? Power distance of Japan: High Tanaka San respects the hierarchical order of an organization Scene 2: List two points how Mr Mandesh should politely greet the Japanese? He should welcome Tanaka San and Sumi San with a handshake/bowing He should respect Japanese culture by receiving and giving his name card with both hands Scene 2: Where should Tanaka San be seated? Opposite Mr Mandesh Scene 3: Tanaka San said that he preferred green tea, why didn't he says 'no coffee' directly to the Brazilians? Japan belongs to a country of high long term orientation where they do not want to offend others by being direct. Hence, when they disagree to or dislike something, they would not reject it directly Scene 4: List two communication barriers here. Tanaka San is not comfortable with using English, he is not able to express himself with English Mr Mandesh did not understand that Tanaka San did not want to accept the invitation by his non-verbal communication Scene 5: What seems to be the problem in this scene? Discuss the chronemics of these two groups. Brazilians were late and seemed to be rude by the Japanese Brazilians are more flexible with their time for casual meeting but the Japanese are very on time Scene 6: Analyse the non-verbal communication between Mr Walter and Sumi San. Why do you think this is happening? Brazilians have a high indulgence level while Japan has a low indulgence level. *10/25 3:16 am*
- [Weilin G.](#) a) Mr Tanaka San do prefers speaking directly with Mr Mandesh because Tanaka san is of a higher position (boss) and Walter (Brazilian Staff) is of a lower position. This explain the high degree of power distance index (PDI) based on hofstede 's model. *10/25 3:18 am*
- [Danny C.](#) Group 09: Scene 05: Hofstede's model is used. Punctuality seems to be the problem in this scene. The Japanese are monochronic (low context culture) as they tend to schedule their time more rigidly and prefer to do one thing at a time while the Americans are polychronic (high context culture) as they keep more flexible schedules and may engage in several activities at one time. The Japanese are early for the meetup as they keep to their schedule while the Americans are late as they have family engaging activities before the meetup. *10/25 3:21 am*
- [Pohyangxun L.](#) Group 15 (Scene 7) - Hall context will be best suited in this scene, to build up the trust between each party, With Japan valuing strong family bonds, Mr Tanaka San is displaying a high context in valuing family relationship as important as business relationship. As shown in the video Mr Tanaka San is trying to know more about Mr Mandesh's family background before getting down to business. *10/25 3:24 am*