

Your Gateway to the World



Intercultural Advisory Services



The Impact of Culture

Definition

Culture is the accumulated programming of the mind from interaction with others, comprising a core of unconscious unchangeable values, overlaid with changeable practices and personal characteristics

Significance

- All people see things from their own perspective only
- All people judge things and act or react based on their own cultural values
- 75% or more of all cultural behaviours cannot be changed

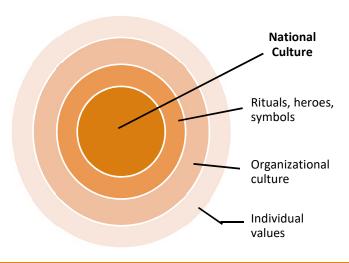
Impact of getting it wrong

- **Business inefficiencies**
- Unbreakable stereotypes
- Dysfunctional behaviour, strikes
- Inefficiency, underperformance
- Investment impairment

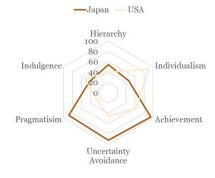
Areas effected

- General Management Sales and Marketing
- Post Deal Integration Customer Service
- Change Management Outsourcing/
 - Offshoring
- **Supply Chain**

- Recruiting and **Training**
- **People Management**



Illustrative comparison of Japan and US Culture





How we can help

Strategy/ Operations

- Review and advice on alignment of corporate strategy with national cultures
- Advice on cultural considerations on all aspects of operations from sales and marketing, supply chain, offshoring, people management and change management

Workshops/ Training

- Pre-planning workshops at both HQ and target providing an introduction to culture
- Joint management cultural immersion workshops
- •Short and long course corporate training on the impact of culture

PMI Planning

- Detailed national and organizational analysis using a questionnaire approach
- Stereotype aversion advice
- •PMI and change management planning advice on culture difference

Facilitation

- •Joint workshop and key management meeting facilitation
- Assistance with important speech writing
- •Advice on vendor and target management communication (including negotiation tactics)

Coaching

Pre-Assignment coaching for expatriates on daily and business life Meeting and presentation skills training Overseas culture helpline

For further information please contact us on: info@xbpmi.jp



Contact:

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