

## Audio 1

**Mr. Kimoto:** (waiting) He is so late... It's already 15 minutes and he hasn't called yet.

*The American manager walks into the room.*

**Mr. Kimoto:** Good morning, I am Mr. Kimoto. Thank you for coming to this meeting today.

**Mr. Stevens:** Good morning, I am Mr. Stevens. I hope I didn't keep you waiting too long.

**Mr. Kimoto:** Oh no, not at all...

Here, please, this is my business card.

**Mr. Stevens:** Thanks. I will take a look at it later.

**Mr. Kimoto:** Er, ok...

**Mr. Stevens:** Good, let's get down to business straight away then, shall we?

**Mr. Kimoto:** Oh, Ah, Um, ok...

**Mr. Stevens:** So, the last quarter, our sales went up by 4%.

**Mr. Kimoto:** Oh, 4? Ah...

**Mr. Stevens:** It's so dry in here. I have to pour myself a glass of water.

**Mr. Kimoto:** huh?

If I may ask to get to know you better, how long have you been married?

**Mr. Stevens:** Excuse me?! I don't think that's any of your business.

**Mr. Kimoto:** Oh, sorry, yes, ok...

...

**Mr. Stevens:** So, we're pretty much done negotiating. The deal was pretty good, so I'll get in touch with my lawyers and get back to you, soon.

**Mr. Kimoto:** Lawyers?

**Mr. Stevens:** Yes, ok, well, that was that and we'll keep in touch. Goodbye for now.

(Mr. Stevens leaves the room)

**Mr. Kimoto:** huh, where's the gift?

## Audio 2

**Mr. Kimoto:** Good morning. I am Mr. Kimoto.

**Mr. Shang:** Good morning. Mr. Shang. I hope I haven't kept you waiting too long.

**Mr. Kimoto:** No, not at all. I just arrived two minutes ago myself.

**Mr. Shang:** Oh good.

**Mr. Kimoto:** How was your journey here? How do you like it here in Japan?

**Mr. Shang:** Oh, yes, it was good thank you. The Japanese are very polite people.

**Mr. Kimoto:** Please, here is my business card.

**Mr. Shang:** Thank you very much and here is mine. Ah, I see, you are the senior director of Kimono works. How many years have you been with the company already?

**Mr. Kimoto:** Yes, yes, that's right. I have been with Kimono Works for over ten years already.

**Mr. Shang:** Ah, a long time already.

Well, let's go straight to business, shall we, to not waste more time.

**Mr. Kimoto:** Yes, yes.

**Mr. Shang:** So, the last quarter, our sales went up by more than 3%. Here, please have a look at the numbers.

**Mr. Kimoto:** Oh, yes, I see, a very nice number. More than 3%..

**Mr. Shang:** It's so dry in here. Mr. Kimoto, may I pour you a glass of water?

**Mr. Kimoto:** Yes, please. Thank you. Very kind. Let me pour your glass, too.

**Mr. Shang:** Thank you very much Mr. Kimoto.

**Mr. Kimoto:** So, Mr. Shang, how long have you been married?

**Mr. Shang:** Thank you for your interest. Seven happy years.

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**Mr. Shang:** So, we're pretty much done with negotiating, so I'll get in touch with you in the next couple of days to smooth over the rough edges.

**Mr. Kimoto:** ok, yes, yes. That sounds very good. I think this was a very good meeting. I look forward to doing other meetings with you as well.

**Mr. Shang:** Thank you. Yes, I also look forward to doing business with you in the future.

Here, I have a little something for you. Please do take it.

**Mr. Kimoto:** Oh, that really wasn't necessary.

**Mr. Shang:** Please do.

**Mr. Kimoto:** Oh, ok, thank you very much.

1. *Name at least three differences between both meetings.*
2. *Was the first meeting successful? Why or why not?*
3. *Name at least three traits that describe the Japanese business culture.*
4. *What faux pas did Mr. Stevens make in the first meeting? What changed in the second scenario?*
5. *What is important about the communication style?*
6. *Answer these same questions about your culture and point out the differences between your business culture and Japanese business culture.*