

# Japanese Etiquette Professionalism and Manners

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# This Presentation

Background on Japanese Culture

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graph TD; A[Background on Japanese Culture] --> B[Etiquette / Manners]; B --> C[Professionalism]; C --> D[Practice];
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Etiquette / Manners

Professionalism

Practice

# Cultural Forces in Japan

Socially Superior vs. Socially Inferior

In Group vs. Out Group

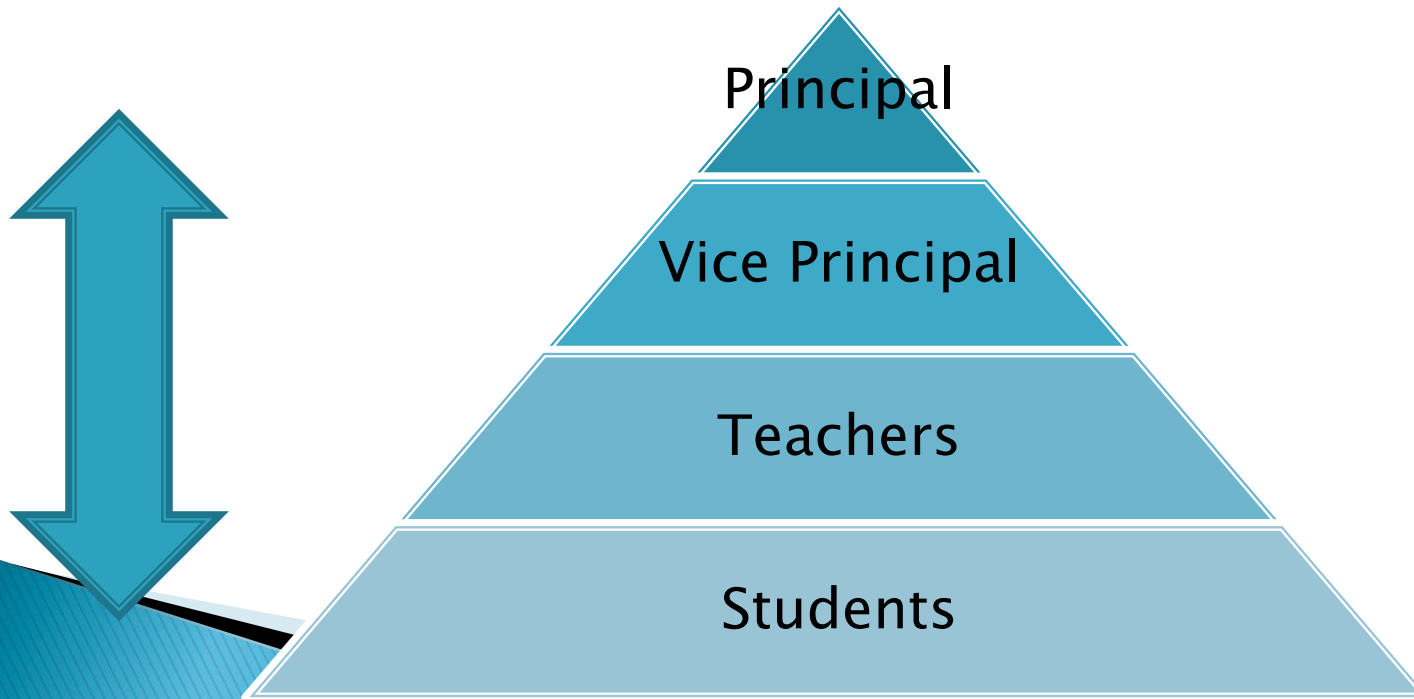
Appearances

Honne (Private) vs. Tatemae (Public)

Harmony

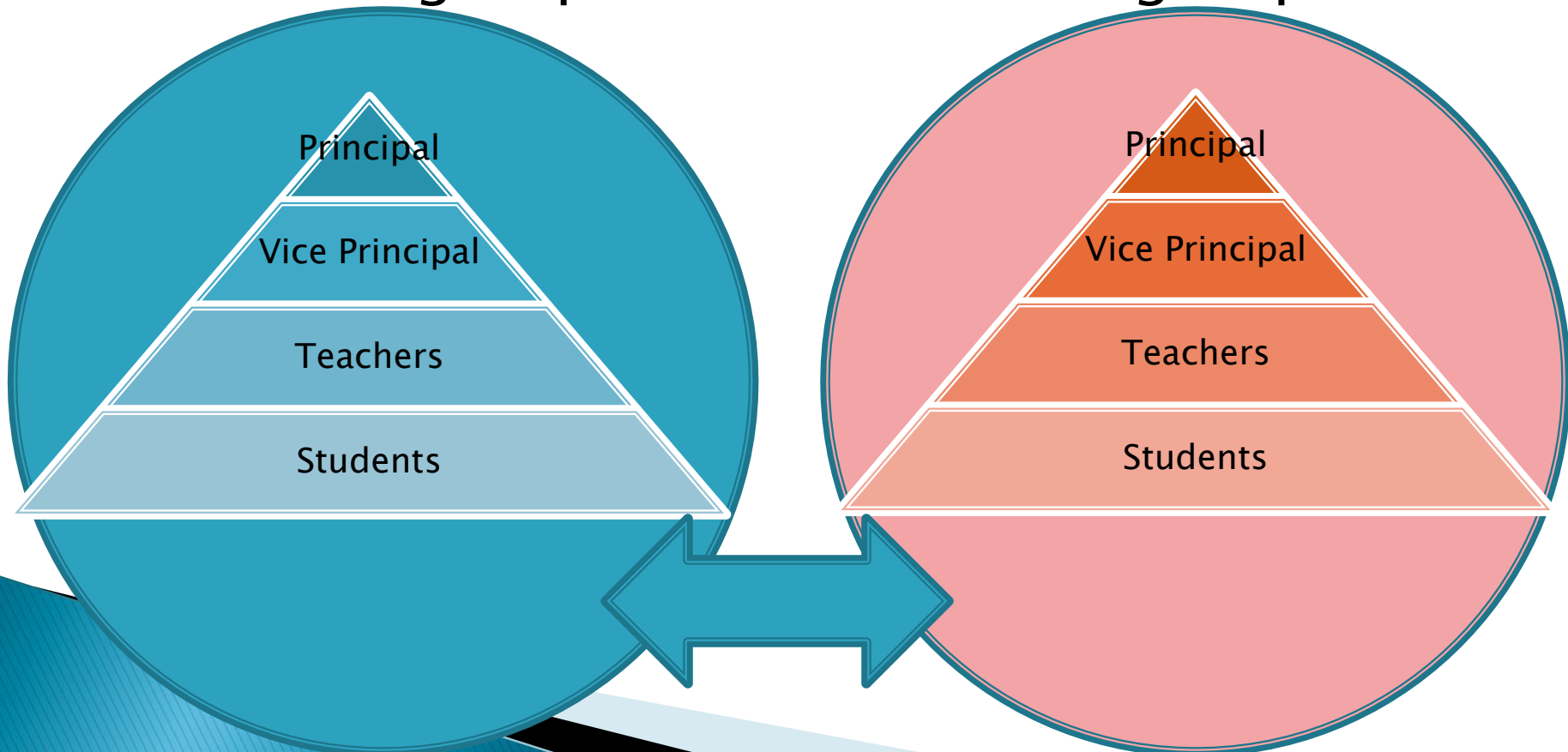
# Social Hierarchy

- ▶ Representative of ones relative status in society or in a work setting.
- ▶ Dictates who has to be polite to who



# In Group vs. Out Group

- ▶ Japan is a group based society and a lot of their attitudes have to do with whether you are in the group or outside of the group



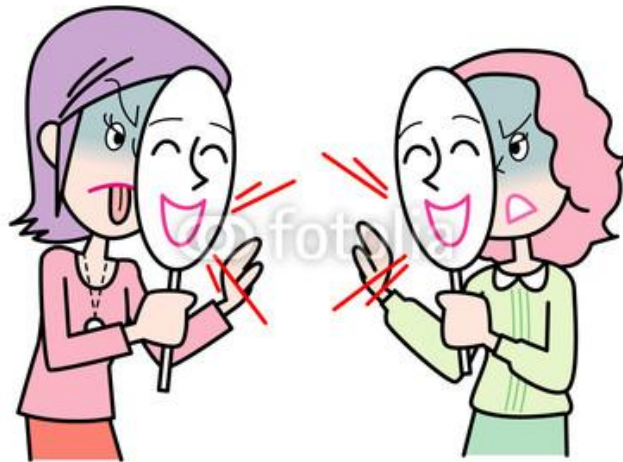
# Appearances

- ▶ Keeping up and maintaining appearances is very important in Japan



# Honne (Private) vs. Tatemae (Public)

- ▶ Honne is what someone really thinks about something. Their real opinion.
- ▶ Tatemae is what someone is expected to do given the situation they are in, their position, or the work they do.



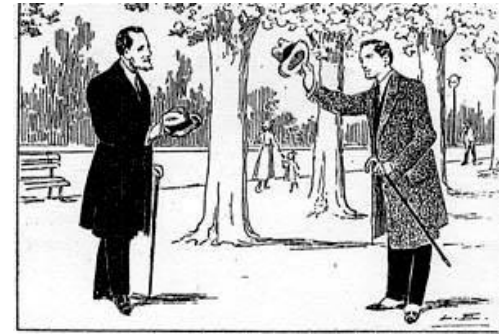
# Harmony

- ▶ Harmony is a key value in Japanese society and is the guiding philosophy for the Japanese in business settings and in society as a whole. Japanese children are taught to act harmoniously and cooperatively with others from a young age.





# Basic Greetings



- ▶ Good Morning!
  - おはようございます “Ohayou-gozaimasu”

- ▶ Good Day! Hello!
  - こんにちは “Konnnichiwa”



- ▶ Good Evening!
  - こんにちは “Konbanwa”
- ▶ Good Night!
  - おやすみなさい “Oyasumi-nasai”

# Bowing

- ▶ Straight back
- ▶ Don't look at the person you're bowing at
- ▶ Women clasp hands in front
- ▶ Men hands at sides
- ▶ Longer and deeper the more formal

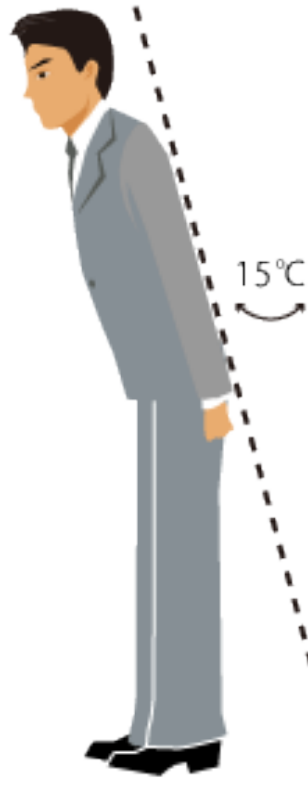


# Different Bows

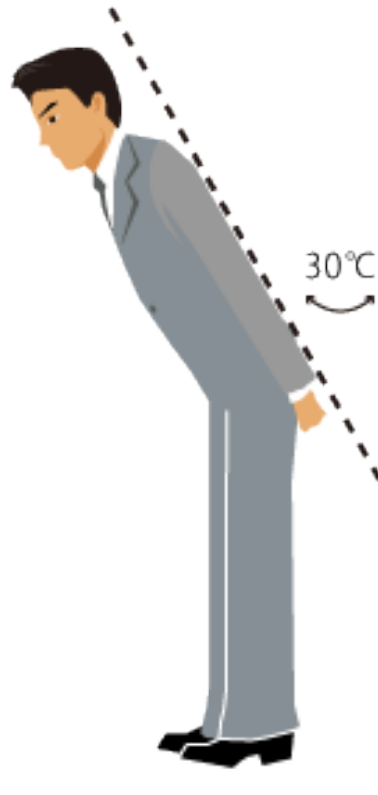
立ち姿



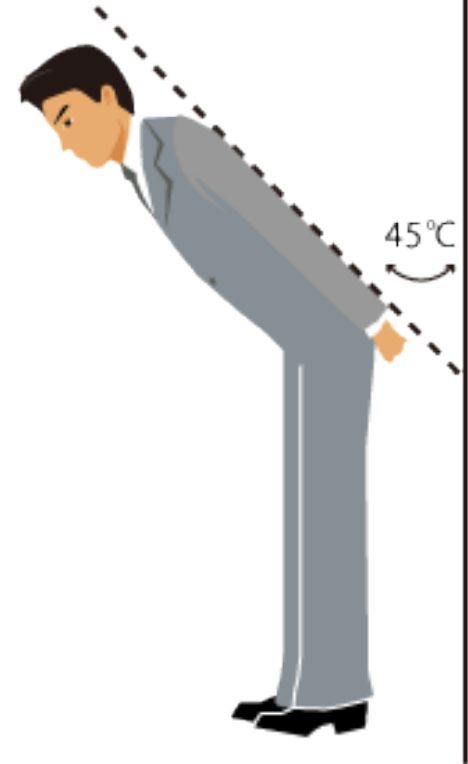
会釈



敬礼



最敬礼



# Eating

- ▶ Before the meal
  - いただきます “Itadakimasu”
- ▶ After the meal
  - ごうちそうさまでした “Gochisou-sama-deshita”



いただきます



# Food Do's and Don'ts

## ▶ Do

- Slurp ramen, and noodles
- Use opposite end of chopsticks when taking food from communal plate
- Say “sumimasen” in a high pitched voice

## ▶ Don't

- Stick chopsticks face up in rice
- Pass food with chopsticks
- Slurp western noodles (spaghetti)
- Rub disposable chopsticks together
- Eat/drink in public\*



# Bathing

- ▶ Wash body before entering bath
- ▶ There will be a shower area, sit down and wash yourself
- ▶ Baths are for soaking, not bathing
- ▶ Won't let you in if you have a tattoo because of the association with the Yakuza



# Bathing



# Toilets

- ▶ Two types!
  - Western Style
  - Japanese Style





# Gift Giving

- ▶ When you go on a trip bring back a small thing for the people in your office
- ▶ Bring a gift when visiting someone's house
- ▶ Declining gifts
- ▶ Valentines Day and White Day



# Cutting In front of People

- ▶ Do a small cutting gesture and a light bow



# Payment

- ▶ Most businesses give you a tray for payment
- ▶ Don't hand money directly to the person
- ▶ If no tray hand it with both hands
- ▶ Some stores walk you out



# Shoes

- ▶ Take off your shoes when entering a house, or school. Especially someone else's house
- ▶ Usually will be special slippers to wear inside
- ▶ Special slippers in bathrooms as well
- ▶ When going onto Tatami take off your slippers



# At a Shrine

- ▶ Throw Money
- ▶ Bow twice
- ▶ Clap twice
- ▶ Bow and Pray



# Communication Etiquette

- ▶ Aizuchi-Chiming in
  - Nodding
  - Hai,un, ee – Yes
  - Heyyyyy – Wow
  - Soudesuka – Really?
  - Naruhodo – I see



# At Work

- ▶ When coming in in the morning make sure to say おはようございます！ Ohayou-gozaimasu
- ▶ After a task, when passing colleagues etc
  - おつかれさまです！ Otsukare-sama-desu
- ▶ When Leaving
  - おさきにしつれいします！ Osakini-shitsurei-shimasu



# Business Cards

- ▶ Make sure to receive it with both hands
- ▶ Don't stuff it into your pocket or write on it in front of the person





# Drinking Parties

- ▶ Seating will usually be random
- ▶ Wait for others to sit before you do
- ▶ Wait for the “kanpai” or toast before you drink
- ▶ Don’t pour drinks for yourself. DO pour drinks for other people
- ▶ Non-alcoholic drinks will be available
- ▶ Shime, banzai



# Afterparties – Niji-kai, Sanji-kai

- ▶ Much more relaxed than the initial party
- ▶ A great opportunity to talk to people
- ▶ Secrets, crushes, awkwardness
- ▶ Never spoken of again



**RULE #1 What happens at an  
Enkai stays at the Enkai\***

\*not for you 😊

# Practice

- ▶ おはようございます Ohayou-gozaimasu
  - Good Morning!
- ▶ おつかれさまです Otsukare-sama-desu
  - Good work, “Tough thing we just did eh?”
- ▶ おさきにしつれいします Osakini-shitsurei-shimasu
  - Excuse me for leaving first
- ▶ いただきます Itadakimasu
  - I am receiving this food
- ▶ ごうちそうさまでした
  - Thank you for the meal / The food was delicious