



*ride the storm baby!*

## CONFLICT RESOLUTION & DISCIPLINE

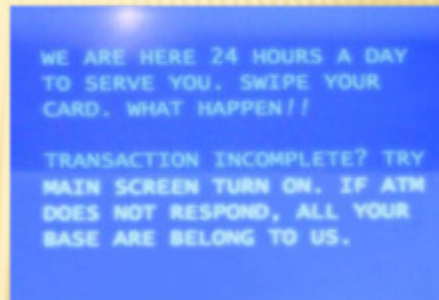
## DIFFERENT CULTURE

- ✘ Japanese Way VS. Western Way
  - + There is no right or wrong, just different!
  - + No culture is better than another
  - + Everything has advantages and disadvantages
- ✘ Who has the problem?
  - + Mountains and Molehills [2 perspectives]
  - + Understanding brings enlightenment [maybe]
  - + Don't do something you'll regret later
- ✘ I don't understand why...
  - + Ask questions
  - + Implied knowledge and ignorance
- ✘ Change, acceptance, or compromise
  - + Conflict never solves problems [especially in Japan]
  - + Compromise is essential in Japan



## EXAMPLE OF PROBLEMS

- ✘ in Life
  - + ATM closes at night (earlier at weekends)
  - + Being woken up very early
  - + It's not on the menu - please don't ask
- ✘ in School?
  - + Listening to your ideas, then disregarding
  - + Kids sleeping or being loud in class
  - + Overtime, holiday, sick days
- ✘ and the downright weird
  - + It's OK to eat raw chicken (we killed it today)
  - + You have to sit multiple driving tests even though you have an American license



*You may not be the first to have this problem, the solution could be out there!*

## DEALING WITH ISSUES

- ✘ Caution and Understanding
  - + Keep your cool, don't be confrontational
- ✘ Ask Questions
  - + Understand the details and reasons
  - + Agree first, then disagree subtly
- ✘ Making Suggestions
  - + Back home we do this because...
  - + What do you think of this idea?
- ✘ Professionalism
  - + Be aware of how others react
  - + Are you always against the grain?



## COMPLAINING

- ✦ Viewpoint
  - + Look at all the angles - at least 3 sides to a story
  - + Choose carefully who you discuss things with
- ✦ Chain of Command
  - + Start at the bottom, slowly work your way up
  - + The bigger the change, the slower it happens
- ✦ Projected Image
  - + Don't upset people you work with
  - + Forge friendships instead of confrontations
- ✦ Isolation and Separation
  - + Disagreement with someone/group?
  - + Foreigners are different



## DISCIPLINE

- ✦ ALT Role
  - + NEVER get involved in discipline
  - + You upset one, you upset all [maybe]
- ✦ Caution & Stress
  - + If you feel threatened, leave
  - + Find ways to healthily relieve stress
- ✦ Difficult Situations
  - + Never react without thinking clearly
  - + You're not alone
- ✦ Nobody Wins
  - + Apologizing is not as effective as avoidance
  - + Us [I] and them situation - isolation



## THANK YOU!

*Enjoy your new life in Japan,  
but remember...*

**NOTHING IN LIFE IS PERFECT!**

(Ben and work superiors are the only exceptions to this rule!)