



TRAINING PROGRAM 2019



Jean-Jacques Le Goff and Noriko Awazu



Training Calendar in 2019

1 day Training

Date	Topic	Company	Language	
Mar-06 (Wed)	English for Business: Improve your oral communication skills NEW	Nichibei Kaiwa Gakuin	Japanese & English	3
Apr-05 (Fri)	Present with high impact	Dale Carnegie	English	4
Apr-18 (Thu)*	Positive conflict Management NEW	Lifecrack	Japanese	5
May-14 (Tue)	Working efficiently with Japanese people	Jean Jacques LE GOFF	English	6
May-28 (Tue)	Creative thinking workshop NEW	Yasuhiko IZUMIMOTO	Japanese	7
Jun-06 (Thu)	How to be a confident risk-taker	Dale Carnegie	Japanese	8
Jun-17 (Mon)*	Working efficiently with foreigners NEW	Kishikawa Consulting	Japanese	9
Jul-02 (Tue)	English for Business: Telephoning and Emailing NEW	Nichibei Kaiwa Gakuin	Japanese & English	10
Jul-17 (Tue)	Effective time management	Dale Carnegie	Japanese	11
Jul-26 (Fri)	Basics of finance NEW	Iguchi Accounting Tax Office	Japanese	12
Sep-12 (Thu)	B to B Sales training	Core Value Selling	Japanese	13
Nov-TBD	Intercultural communication: Understand and manage cultural specificity	Noriko AWAZU	French	14
Nov-TBD	Intercultural communication: Understand and manage cultural specificity	Noriko AWAZU	Japanese	15

* the date has been changed

Global Manager Program 2019

Since 2013, the CCI France Japon, in collaboration with European business schools, provides an executive training program for high potential talents who are eager to develop their management skills. The 2019 program is conducted by ESSEC Business School and covers the essentials of management, with a focus Digital and Innovation.

Schedule 2019

Module 1 :	Leadership, Mentoring and Employee Development	February 25-26
Module 2 :	Design Thinking	March 14-15
Module 3 :	Financial Analysis for Value Creation	April 15-16
Module 4 :	Marketing Strategy	May 23-24
Module 5 :	Innovative Business Models	June 10-11

Hours : 9am to 5pm **Place :** CCI France Japon (Tokyo Office) **Language :** English

Fees (excl. tax) : Members ¥800,000/person - Non-members ¥1,200,000/person

Training materials and lunch included

English for Business: Improve your oral communication skills

March 6 (Wed) 2019

Language: Japanese & English



Objectives

- Learn how to carry out a conversation in English with people of various nationalities meeting for the first time and to establish good relationships.
- Learn how to express opinions logically and concisely by using conversation patterns.
- Learn how to express opinions effectively, how to summarize, and how to discuss.

Methodology

- Interactive
- Participants actively participate in hands-on exercises and role-playing in various situations

Program details

- Part 1: From self-introduction to five sentence speech
 - Self Introduction
 - State opinions, preferences and things you need to do
 - Propose an idea
 - Give examples and compare
 - Describe people and places
 - Graduate from a 5 sentence speech to an 8 sentence speech
- Part 2: Discussion & Presentation
 - Understand content focused on the topic
 - Vocabulary and expression exercises focusing on given topics
 - Ask and answer questions
 - Express opinions effectively (by using the 5 sentence speech)
 - Rephrase
 - Summarize
 - Practical application

Strong points

Learn how to improve communication skills in English in one day
Teaching materials can be used as a manual in the office

Profile of the facilitator

Miki UYAMA

Temple university Graduate school (TESOL) ongoing

Bond University Graduate school (MBA)

Sophia University (English Literature)

Ms Miki Uyama enjoys a high reputation for practical teaching, based on her extensive experience in business. Also popular among students for her energetic and cheerful personality.

Target participants

Anyone who wants to gain confidence in English conversation. Anyone who wants to know how to converse in English in order to improve communication with colleagues and customers.

Level : Intermediate (TOEIC 600 or less)

Training company

Nichibeikai Kaiwa Gakuin



March 6, 2019 (Wed)



9:00-17:00



CCI France Japon (Tokyo)



Japanese & English



35,000 JPY (tax excluded)

Present with high impact



April 5 (Fri) 2019
Language: English



Objectives

- Become respected as persuasive and professional
- Organize your thoughts and materials logically and effectively
- Develop a strong personal connection with your audience

Methodology

- Participants will receive “In the Moment Coaching” during the session
- The presentation skills workshop is kept small and in a supportive environment

Program details

- Module 1 - Increasing Credibility
- Module 2 – Communicating with Greater Impact
- Module 3 – Motivating Others

Strong points

- Learn in a fully supportive environment
- Unlock your full potential

Profile of the facilitator

Gary Smith

Mr Gary Smith is a Stanford University Graduate, Gary first came to Japan in 1987. Gary worked for 15 years in the Japanese TOEIC® testing business in the areas of test administration, customer support and new service development. In 2009 Gary became a certified Dale Carnegie trainer and has delivered the Dale Carnegie Course, the High Impact Presentation Course and the Leadership Training for Managers Course. Gary has also provided in-house management coaching and customized training. Industries that he has supported include finance, insurance, facilities design, hospitality, recruitment, etc...

Target participants

Professionals who want to improve their presentation skills to make a strong impact in front of a group

Training company

Dale Carnegie Training Japan



April 5, 2019 (Fri)



9:00-17:00



CCI France Japon (Tokyo)



English



55,000 JPY (tax excluded)

Positive conflict management



April 18 (Thu) 2019*
Language: Japanese

* the date has been changed



Target participants

Managers of teams, Business Leaders,
 In-House Trainers, HR Professionals

Training company

Lifecrack LLC



April 18, 2019 (Thu)



9:00-17:00



CCI France Japon (Tokyo)



Japanese



55,000 JPY (tax excluded)

Introduction

Conflict in a group is inevitable. Avoiding conflict can sometimes seem like a good solution, but it often makes problems more difficult to solve in the long run. Therefore, learning to identify and deal peacefully with conflict is a key skill for whoever wants to have a positive influence in his/her organization.

Objectives

- Become able to identify different types of conflict
- Acquire a simple yet powerful model of non-violent communication
- Practice the models to make it last

Methodology

- Interactive lectures
- Models of empathetic communication
- Role play and practice

Program details

- What is conflict and where does it come from
- Know yourself, values and needs
- Stress management
- Deep listening
- Empathetic communication & assertiveness
- Mediation of third party conflicts

Strong points

- Proven models and tools of communication and mediation.
- Through the workshop, participants will learn about themselves, first step to a better communication.
- Theory is easy, practicing it is the key. Practice based methodology allows the participants to be ready to change their communication style.

Profile of the facilitator

Patrick LAUDON

Mr. Patrick Laudon is the Managing Director of LifeCrack LLC, a boutique executive coaching and organizational development firm based in Tokyo. French born and trilingual executive coach, Patrick has coached and trained hundreds of Japanese, European and Asian business leaders in Japan and Asia, and is specialized in coaching and team facilitation.

Working efficiently with Japanese people

May 14 (Tue) 2019
Language: English



Target participants

Non Japanese executives and staff working with Japanese colleagues and/or business partners

Facilitator

Jean-Jacques LE GOFF



May 14, 2019 (Tue)



9:00-17:00



CCI France Japon (Tokyo)



English



80,000 JPY (tax excluded)

Objectives

- Understand how Japanese people perceive foreigners
- Perceive how cultures influence behaviors
- Learn and practice how to work in Japan

Methodology

- Interactive lecture and group discussion for team learning
- Practice-oriented role-playing

Program details

- Module 1: Japanese culture
- Module 2: Japanese corporate culture
- Module 3: Communicating with Japanese people
- Module 4: Managing (with) Japanese people
- Module 5: Situations and case studies

Strong points

- Participate in a lively exchange among professionals, with large variety of businesses
- Benefit from a very solid practical knowledge on Japanese culture and values
- Deal with very concrete business cases

Profile of the facilitator

Dr. Jean-Jacques LE GOFF

The seminar will be led by Dr. Jean-Jacques LE GOFF, former Senior Vice President of NISSAN, and Professor in various Masters and MBAs, in France, Brazil and Japan.

Dr. LE GOFF has a long experience as a senior manager in large organizations, namely in Japan, Africa and Latin America. During five years in Tokyo, he was part of Carlos Ghosn's team at NISSAN, in charge of Sales & Marketing.

Since 2009, he works as a consultant in cross-cultural management for companies.

Creative thinking workshop

May 28 (Tue) 2019
Language: Japanese



Target participants

Manager or above in corporate planning, marketing, sales, IR, HR, etc

Training company

Institute of Economy and Strategy
 Franco-Japanese



May 28, 2019 (Tue)



9:00-17:00



CCI France Japon (Tokyo)



Japanese



55,000 JPY (tax excluded)

Objectives

- Learn how to react to VUCA (Volatility, Uncertainty, Complexity and Ambiguity) by quickly identifying and solving new business changes and problems.
- Understand a new methodology integrating the fundamentals of Strategy Development and Design Thinking.
- Practice how to apply this methodology in your real life and environment.
- Become more agile and creative.

Methodology

- Interactive lectures.
- Case studies and group work.
- Oral presentations of work output.

Program details

- The basics of strategy theory
- The changes brought by VUCA and the need for a different approach - examples
- Introduction to Design Thinking - methodology and success stories
- Group work: solving a business challenge through creative thinking
- Presentation and wrap-up

Strong points

- Participants can learn a new approach where Design Thinking is applied to problems that strategic theory alone cannot solve.
- This programme is linked with Organisational Development because Design Thinking is a human centric approach and encourages us to make mistakes through prototyping.

Profile of the facilitator

Yasuhiko IZUMIMOTO

Mr. Yasuhiko IZUMIMOTO is President & CEO of Institut d'Economie et de Stratégie Franco-Japonais SAS, travelling between Europe and Japan. Developing and executing strategy with the headquarters and overseas affiliates of Japanese and European companies, he delivers strategy consulting and management training/workshop to board members, senior-, middle- and junior-management of different nationalities. Worked for Mazda, PwC Consulting, Heidrick & Struggles, Japan Management Association Consultants (JMAC). BA from Keio University, PhD (pending) from Imperial College London. Currently a part-time student at Kyoto University of Art & Design majoring Spatial Design.

How to be a confident risk-taker



June 6 (Thu) 2019
Language: Japanese



Target participants

Any working professional who needs to become a risk taker to achieve their goals. Professionals who need courage to become more confident and expand their comfort zone with communication and leadership.

Training company

Dale Carnegie Training Japan



June 6, 2019 (Thu)



9:00-17:00



CCI France Japon (Tokyo)



Japanese



55,000 JPY (tax excluded)

Objectives

- Learn how to become a risk-taker in a professional context, accept uncertainty and find the confidence to try new things for better performance

Methodology

- Interactive/ group discussion
- “In the moment coaching” for emotional change

Program details

- Module 1: Interpersonal skills - human relationships. Create an open relationship with others to promote a safe environment for change
- Module 2 : Communicating with greater impact - Become more persuasive with confidence.
- Module 3: Recognizing the power of enthusiasm to overcome fear and drive positive influence on people to take action
- Module 4: Create positive vision. Working towards the vision and committing to it is the key to keep taking risks and achieving the goal

Strong points

- Practical communication tools that you can take back to your office
- “In the moment coaching” with the trainer enables you to be aware of what you need to do as a risk-taker

Profile of the facilitator

Yuichiro ISHIHARA

Mr. Yuichiro Ishihara is Director of Training and Global Master Trainer of Dale Carnegie Training Japan. His responsibilities include training the trainers in Japan and in Asian Countries as well as product and quality management. Prior to joining Dale Carnegie Training, he worked for Asahi Kasei group. After working as a system consultant for many years, he moved into Organizational Learning and Development in the Human Relations Department. He has done numerous corporate training, public classes as well as public speaking. He has facilitated over 600 people and delivered training for more than 250 participants in one seminar.

He is an experienced trainer for executive coaching. He currently enjoys teaching Global Leadership at Rikkyo University. Industry experience Finance, Manufacturing, IT, Pharmaceutical, Hospitality, Retail, Luxury Brands

Working efficiently with foreigners



June 17 (Mon) 2019*
Language: Japanese

* the date has been changed



Target participants

Japanese executives and staff working with non-Japanese people

Training company

KISHIKAWA CONSULTING



June 17, 2019 (Mon)



9:00-17:00



CCI France Japon (Tokyo)



Japanese



80,000 JPY (tax excluded)

Objectives

- Understand how different cultures influence a business person's behavior
- Learn how Japanese business people are perceived by non-Japanese
- Acquire knowhow to handle culture gaps with non-Japanese

Methodology

- Cross-cultural management lecture
- "Culture mapping" exercise
- Case studies, Role play
- Team discussion

Program details

1. Comparing business cultures
 - Asians VS Westerners
 - Japan, China and Korea
 - World culture map in business
2. Case studies
 - Japan "issue" in world business
 - Handling cultural misunderstanding
 - Managing non-Japanese staff
3. Role play
 - Negotiate with non-Japanese
 - Make a speech in front of new staffs
 - "Apologize" to your client
4. Develop your own strategy

Strong points

- Benefit from a solid practical knowledge on western, Japanese and worldwide culture and values
- Deal with very concrete business cases
- Participate in lively exchanges and exercises

Profile of the facilitator

Yasushi KISHIKAWA

This seminar will be led and animated by Mr. Yasushi KISHIKAWA, former Senior Vice President of INDEX MULTIMEDIA and Administrative director of Grenoble Foot 38. Mr. Kishikawa has a long working experience with staffs and business partners from different cultural backgrounds.

Since 2014, he works as consultant supporting Japanese business in France. He gives regularly cross-cultural management training for French business persons working in large organizations like AREVA, VINCI, CEA, CNES, Continental. He has a PhD in political sociology.

English for Business: Telephoning and Emailing

July 2 (Tue) 2019

Language: Japanese & English



Objectives

- Learn telephoning in English and business E-mailing in a practical way.
- Master practical skills and learn useful expressions which can be taken back to the office and can be used immediately.

Methodology

- Interactive
- Participants actively participate in hands-on exercises and role-playing in various situations.

Program details

- Part 1: Telephoning
 - Understand the flow of conversation over the phone
 - Learn typical expressions
 - Make an appointment
 - Arrange an appointment
 - Leave a message – Take a message
 - Practice
- Part 2: E-mail writing
 - Composition of English E-mail
 - Various expressions peculiar to E-mail
 - Practice

Strong points

- Teaching materials covering patterns of telephoning and E-mail writing will be distributed. Immediately following the seminar, it will help you improve efficiency of your work.

Profile of the facilitator

Shigeru SUZUKI

Mr. Shigeru Suzuki has abundant experience in teaching various fields, such as grammar, conversation, TOEIC test taking Strategy and business English.

Enjoys a great reputation for his easy- to-understand instructions and thorough support for the students.

San Jose State University graduate school (MA in TESOL)
Asia university (Business)

Target participants

Anyone who wishes to acquire the basics and key points of telephone English and how to write English business E-mails.

Anyone who wants to learn expressions for business.

Level : Intermediate (TOEIC 600 or less)

Training company

Nichibeikai Gakuin



July 2, 2019 (Tue)



9:00-17:00



CCI France Japon (Tokyo)



Japanese & English



35,000 JPY (tax excluded)

Effective time management



July 17 (Wed) 2019
Language: Japanese



Target participants

Professionals who want to manage their time at work more efficiently

Training company

Dale Carnegie Training Japan



July 17, 2019 (Wed)



9:00-17:00



CCI France Japon (Tokyo)



Japanese



55,000 JPY (tax excluded)

Objectives

- Manage time more effectively
- Overcome procrastination and manage multiple and competing priorities
- Get organized, plan, and set realistic goals
- Increase productivity through win-win delegation
- Decrease stress and increase concentration and focus

Methodology

- Interactive/ group discussion

Program details

- Module 1: Fundamentals of time management- Where does the time go?
- Module 2: Managing competing priorities. The Pareto Principle and the 80/20 Rule- Essentials or Prioritizing
- Module 3: Planning to get organized- Daily Time log
- Module 4: Creating your time management toolkit. The Six degrees of productivity, Win-win delegation, Dealing with stress

Strong points

- Practical toolkit to take back to workplace

Profile of the facilitator

Yuichiro ISHIHARA

Mr. Yuichiro Ishihara is Director of Training and Global Master Trainer of Dale Carnegie Training Japan. His responsibilities include training the trainers in Japan and in Asian Countries as well as product and quality management. Prior to joining Dale Carnegie Training, he worked for Asahi Kasei group. After working as a system consultant for many years, he moved into Organizational Learning and Development in the Human Relations Department. He has done numerous corporate training, public classes as well as public speaking. He has facilitated over 600 people and delivered training for more than 250 participants in one seminar.

He is an experienced trainer for executive coaching.

He currently enjoys teaching Global Leadership at Rikkyo University. Industry experience Finance, Manufacturing, IT, Pharmaceutical, Hospitality, Retail, Luxury Brands

Basics of finance

July 26 (Fri) 2019
Language: Japanese



Objectives

- Understand what “Financial statements” are and why they are necessary for a company.
- Learn the basics of 3 principal documents in finance: “Profit and Loss Statement (P/L)”, “Balance Sheet (B/S)” and “Cash Flow Statement (C/S)”.
- Lead to better strategy development in your department by understanding finance and accounting statements.

Methodology

- Lecture
- Practical exercises using case studies

Target participants

Any professional who wishes to understand the fundamentals of finance and accounting. Anyone who would like to overcome difficulties in understanding financial and accounting documents.

Training company

Iguchi Accounting Tax Office



July 26, 2019 (Fri)



10:00-17:00



CCI France Japon (Tokyo)



Japanese



55,000 JPY (tax excluded)

Program details

- What are financial statements?
- How to read “Profit and Loss Statement (P/L)”, “Balance Sheet (B/S)” and “Cash Flow Statement (C/S)”
- How to analyse those documents
- Case Studies

Strong points

- Lecture by a certified public accountant who has many international/French companies as clients.
- A seminar designed for people from other departments than Accounting/Finance, easy to understand even with no prior knowledge.
- Learn the basics of finance efficiently through a good mixture of lectures and practical exercises.

Profile of the facilitator

Kazushige IGUCHI

Kazushige Iguchi is a certified public accountant, a tax consultant and co-founder of IAL. He used to teach accounting at TAC (Accounting school) before joining the French desk at KPMG Japan. Kazushige Iguchi specializes in auditing public companies and their world branches, (accounting-internal control) auditing-reporting, IPO support, IFRS conversion...

Founded Iguchi Accounting / Tax Office in July 2011.

B to B Sales training



September 12 (Thu) 2019
Language: Japanese



Objectives

- Ensure you and your team of Sales Professionals are effectively prepared to deliver the best possible outcomes from every customer interaction.
- Zane Inglis's programs have supported sales growth of up to 35%, and are based on best practices identified through 25 years delivering field sales coaching programs throughout Japan. This program will focus on the practical selling skills and tools needed to drive sales growth in any B2B selling environment.

Methodology

- Interactive lecture
- Practical workshop

Program details

- Objective Setting
- Planning your Customer Visits
- Controlling the Conversation
- Objection Handling
- Questioning Techniques
- Communication Techniques
- Recording Key Information
- Closing/ Getting a Commitment
- Sales Tool Development

Strong points

- Program tools and methodologies base on key success factors identified during 5,000+ field coaching and customer visit observations
- Practical methodologies, proven in 36 countries, including 25 years in Japan

Profile of the facilitator

Zane INGLIS

Originally from New Zealand, Zane Inglis has been doing business in Japan since 1995. He has over 25 years experience in Sales, including 10 years delivering Sales focused training and consulting projects for multinational organizations in Japan, among with a number of large French MNEs.

Target participants

Sales Focused Business Leaders, Sales Managers, Sales Trainers, Field Sales Professionals

Training company

CORE Value Selling



September 12, 2019 (Thu)



9:00-17:00



CCI France Japon (Tokyo)



Japanese



55,000 JPY (tax excluded)

Intercultural Communication: Understand and Manage cultural specificity

November 2019 To be confirmed
Language: French



Objectives

- Get a basic knowledge about Japanese society: history, religion, education, economy, politics....
- Better understand behavior and sense of value of Japanese people in a professional environment.
- Acquire the necessary basics to successfully ensure integration and help participants improve their multicultural management and efficiency.

Methodology

- Based on cultural dimensions (Hofstede theory)

Target participants

French executives and staff
working with Japanese

Program details

- Module I: Basic knowledge of Japanese culture
- Module II: Hofstede theory
- Module III: behavior and communication forms
- Module IV: workshop; participants' own experiences

Facilitator

Noriko AWAZU

Strong points

- Understand the modes of Japanese society and adopt reflexes
- Acquire the keys to understand the behavior of Japanese
- Identify the impact on business relation

Profile of the facilitator

Noriko AWAZU

This seminar will be led by Ms. Noriko Awazu, former Deputy Director of HEC Eurasia Institute.

A graduate of IEP Paris, mastering the double French-Japanese culture, she began her career at Professional Yamaha-MBK then joined HEC Paris in 1993. She developed the activity of EURASIA Institute of continuing education as facilitator for projects between French and Japanese companies.



November 2019



9:00-17:00



CCI France Japon (Tokyo)



French



80,000 JPY (tax excluded)

Intercultural Communication: Understand and Manage cultural specificity

November 2019 To be confirmed
Language: Japanese



Objectives

- Get a basic knowledge about French society: history, religion, education, economy, politics....
- Better understand behavior and sense of value of French people in a professional environment.
- Acquire the necessary basics to successfully ensure integration and help participants improve their multicultural management and efficiency.

Methodology

- Based on cultural dimensions (Hofstede theory)

Target participants

Japanese executives and staff
working with French

Program details

- Module I: Basic knowledge of French culture
- Module II: Hofstede theory
- Module III: behavior and communication forms
- Module IV: workshop; participants' own experiences

Facilitator

Noriko AWAZU

Strong points

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November 2019



9:00-17:00



CCI France Japon (Tokyo)



Japanese



80,000 JPY (tax excluded)

GLOBAL MANAGER PROGRAM 2019



Since 2013, the CCI France Japon, in collaboration with European business schools, provides an executive training program for high potential talents who are eager to develop their management skills. The 2019 program is conducted by ESSEC Business School and covers the essentials of management, with a focus on Digital and Innovation.

What means being a manager in today's global environment?

Managing is more than ever switching from a formal supervision role to a more decisive role as a business partner. This requires managers to become proactive leaders who not only lead their division and inspire their team members, but also have the vision to identify the company's current and future issues and implement levers of action in order to increase global performance and wealth. This implies acquiring cross-functional competencies.

Objectives

By the end of this program, participants will have mastered the essentials of what makes a great manager today: problem solving skills, innovative thinking and digital savviness, brand-building and communication, financial literacy, people mentoring and development capacity. Designed to stay on trend with the shifting business models and digital disruptions affecting the B2C and B2B world in the 21st Century, our program will provide executives with the practical tools to support and drive their team through a changing economy.

About the professors

All professors come from the prestigious ESSEC Business School, consistently ranked in the Top 5 for Masters in Management worldwide by the Financial Times for the past three years. ESSEC was founded in France in 1907 and has operated an Asia-Pacific campus since 2005. This program is unique to Japan, exclusive to CCIFJ and features elite professors from ESSEC France and Asia-Pacific bringing a wide range of international certifications, cultures and experiences.

Methodology

- Lectures based on academic and professional approach & debates
- Case studies
- Interactive sessions and exercises

Program details

A 10 day-program over 5 months: 2 days x 5 sessions

Module 1 : Leadership, Mentoring and Employee Development	February 25-26
Module 2 : Design Thinking	March 14-15
Module 3 : Financial Analysis for Value Creation	April 15-16
Module 4 : Marketing Strategy	May 23-24
Module 5 : Innovative Business Models	June 10-11

Training company

ESSEC Business School

Target participants

Managers and team leaders whose next career step implies increased managerial responsibilities or a supervising position



February - June, 2019



9:00-17:00



CCI France Japon (Tokyo)



English



Members
800,000 JPY /person
Non-members
1,200,000 JPY /person
(tax excluded)

French Chamber of Commerce and Industry in Japan

Recruitment & Training Service

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