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<i>Business Purpose</i>	<p>Delvoye Designs is an international marketing firm operating in New York City. They recently landed a large client in Nagoya, Japan, and all Level 3 employees must travel there to discuss the upcoming launch of the 'Anime ABC' series.</p> <p>A recent survey found that only 58% of employees felt comfortable navigating their way around Japan, both in and out of the office. The survey also indicated that 93% of employees would feel more confident if a pre-departure training was made available.</p> <p>The purpose of this training is to increase employee awareness of Japanese business etiquette and culturally appropriate behavior. It will also help put employees at ease regarding the language barrier they will encounter. After completing this training, employees will feel better prepared to work abroad in Japan, and be able to show respect and appreciation toward their international colleagues. This will help the company build a strong rapport with their Japanese business partners.</p>
<i>Target Audience</i>	Current Level 3 team members at Delvoye Designs. Additionally, any new member that joins this particular team.
<i>Training Time</i>	15 minutes
<i>Training Recommendation</i>	<ul style="list-style-type: none">• 1 eLearning Course: With employees working at various times and a departure date quickly approaching, eLearning is the most time and cost-effective form of training.• This course will have a variety of interactions and practice activities.• Avatars will assist the learner through a language-based scenario.• Knowledge Checks and Final Evaluation
<i>Deliverables</i>	<ul style="list-style-type: none">• One 15-minute eLearning course:<ul style="list-style-type: none">◦ Developed in Articulate Rise◦ Final evaluation◦ Includes examples of proper business etiquette in the office, simple Japanese phrases, and cultural do's and don'ts to adhere to.• One job aide with simple Japanese greetings, with English translations, that employees can take with them overseas.

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<i>Learning Objectives</i>	<p>After this course, the learner will be able to –</p> <ul style="list-style-type: none">• Identify best practices in the Japanese workspace• Use simple Japanese phrases to greet coworkers• Recognize cultural do's and don'ts in Japanese society
<i>Training Outline</i>	<ul style="list-style-type: none">• Introduction<ul style="list-style-type: none">○ Objectives○ Greeting from Delvoye Designs○ Identify Nagoya on a map, and discuss other major cities.○ Display top countries where international workers come from.• Business Etiquette<ul style="list-style-type: none">○ The importance of business cards○ How to greet your boss and coworkers○ Explain appropriate dress attire○ Being timely and polite – examples of what this looks like in Japan○ Knowledge check – it's your first day, what should you do?• Language Basics<ul style="list-style-type: none">○ Discuss the four writing systems○ Learn five simple Japanese phrases○ Knowledge check - practice using the phrases in different real-world situations• Cultural Expectations<ul style="list-style-type: none">○ Conformity, and what it looks like in Japan○ Transportation rules – what to do on trains○ Shoes – the appropriate times to remove them○ Knowledge check – what is culturally appropriate, and what is not?• Quiz• Summary• Resources
<i>Assessment Plan</i>	<ul style="list-style-type: none">• There will be five quiz questions. These will include multiple choice, select all that apply, and matching.• The learner must receive an 80% or better to pass the quiz. They are allowed one attempt to pass.

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	<ul style="list-style-type: none">• There will be three knowledge checks before the final quiz.• The questions will measure the learning objectives. They will test the learner's ability to acknowledge proper Japanese business etiquette and culturally appropriate behavior, and use key Japanese phrases.
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