

# DIPLOMACY, PROTOCOL & ETIQUETTE INTELLIGENCE TRAINING



## STRATEGIC METHODOLOGIES

FOR UN AGENCIES, GOVERNMENT  
INSTITUTIONS, INTERNATIONAL  
ORGANIZATIONS & MAJOR  
CORPORATIONS

Including Travel Management, Emotional Intelligence and Image Building for Advanced Practitioners

### DATE AND VENUE OPTIONS

**20<sup>th</sup> – 24<sup>th</sup> August, 2018 at Premier Hotel, OR Tambo Airport,  
Johannesburg, South Africa**

## INTRODUCTION



Protocol is the set of rules which prescribe the conduct or behavior that is accepted by high ranking Government officials, diplomats and dignitaries around the world. Diplomacy is the art and practice of conducting negotiations. It requires having tact and being non-confrontational.

ForumIS and the African Center for Management and Administrative Excellence (ACAEGlobal) presents this interactive Programme. Knowledge in diplomacy, protocol and etiquette is important because it promotes thoughtfulness, exceptionally good manners, respect, refinement and consistency in communication and can empower officials with critical skills to succeed in today's complicated global networks, this training is intended for civil servants and career diplomats, international organizations' staff, protocol officers, PR professionals, event organizers, meeting planners and all interested in the subject.

**This Training workshop will include planning and establishing order of precedence and preparing agendas, table seating, vehicle seating, drafting welcome letters and thank you notes, invitations & RSVPs; organizing signing agreement ceremonies and activities when planning, coordinating, and participating at conferences, international social events and much more.**

You'll work with top experts facilitating the Programme, and you'll learn how to handle any protocol issues you would come across when organizing or attending international meetings or any other event.

### Key Benefits of this Workshop:

- Encouraged confidence and capability through cross cultural training
- Enhanced professional appearance & image of your team and your organization
- Mastering international protocol and personal diplomacy
- Increased communication skills proficiency and competence
- Understanding European, American and Chinese dining etiquette
- Increased credibility and confidence in diplomatic communication
- Polished interpersonal skills when planning, coordinating, and participating at conferences and other events at the international level
- Ability to work in international environment and mastering cross-cultural communication

**From UN Agencies, Governments, Foreign Ministries, Foreign Missions, International Organizations, Major Corporations, Trade Unions, Political Parties and NGOs**

- Government officials
- Practicing diplomats,
- civil servants, and those who wish to refresh or expand their knowledge of protocol,
- Protocol officers, PR consultants, Meeting and special events planners
- Corporate executives and managers,
- International and regional organizations staff,
- NGO staff, Administrative professionals,
- Those who wish to improve their understanding of international protocol and those whose profession requires communicating and socializing in the global marketplace.

You can register for this training by submitting a downloadable registration form found on the last page of this program

Or Kindly Contact us to confirm your booking

Email: [registrations@acaeglobal.com](mailto:registrations@acaeglobal.com)

+2711 051 7282 / +27 11 051 3602

[www.acaeglobal.com](http://www.acaeglobal.com)



## FIVE-DAY PROGRAMME OUTLINE:

### DAY ONE

#### The Important Basics

#### INTRODUCTION

- Brief history of protocol, etiquette, and manners
- How important are these today?

#### ORDER OF PRECEDENCE

- Who outranks who?
- Foreigners at official functions
- Invitations of ranked guests
- Handling wives of government officials
- Protocol order of precedence for countries
- Precedence in diplomatic corps
- Precedence in consular corps

#### TITLES AND FORMS OF ADDRESS

- Courtesy title distinctions
- Complimentary close in correspondence
- Honors, decorations and medals
- Military titles
- Royalties and foreign titles
- Titles at the united nations
- Forms of address for state and local governments

#### CALLING AND CALLING CARDS

- Making calls
- Calls without appointment
- At post
- Calls by military officers
- Returning calls
- Calling cards
- Various uses of cards
- Advanced guidelines
- Calling cards sizes

### DAY TWO

#### PROPER INTRODUCTIONS AND THEIR RESPONSES

- Formal versus informal
- Business, Diplomatic, Military, and Casual settings
- Proper responses in various situations

#### THE INS AND OUT OF PLANNING AN EVENT

- Successful Event Planning and Entertaining
- Pre-Event/party planning... the key to success
- Guest lists
- Various forms of Service
- Menu planning
- Seating protocol
- Table settings
- Place cards

- Host duties throughout the meal
- Pre-planning appropriate conversations
- Conversation techniques and Listening skills
- Should there be more than one conversation at a time?
- Receiving lines
- Strategic do's and don'ts

### DAY THREE

#### INVITATIONS AND REPLIES

- Formal invitations
- Invitations for a stag function
- Invitation for a joint official function
- Invitation for a personal party
- Requesting an invitation
- Completely engraved invitations
- Semi-engraved invitations
- Handwritten invitations
- Function with more than one host and or hostess
- Telephone invitations
- Reminder cards informal invitations
- Replies to invitations
- Cancelling acceptances
- Postponing or recalling invitations

#### OFFICIAL ENTERTAINING AND PRIVATE PARTIES

- The role of the wife of an official
- Selection of the date, the place and the time
- The guest list
- Decorations and dress
- Menus
- The receiving line
- Toasts honoring foreign guests
- Notes on toasts
- Table etiquette
- Conversations at the table
- After dinner entertainment
- Saying good bye, who is the 1st to leave
- Thank you notes
- Receptions
- Catering
- Afternoon receptions
- Private dances
- The dinner dance
- The supper dance
- Host checklist

#### PROFESSIONAL CONDUCT & COMMUNICATION SKILLS

- Understanding rank and status
  - Lines of communication

- Understanding when formality and clear lines are required
- Understanding and working with culture differences
- How to make an entrance
- Business card savvy
- Handshaking techniques and eye contact © Full content
- Self-introductions and responding to introductions
- How to remember names
- Entering and exiting conversations, meetings, and events
- Conversing with diplomats and dignitaries
- Maximizing your networking effectiveness at a social event.

## DAY FOUR

### FLAG PROTOCOL

- Proper use of flags and logos
- Understanding the differences among the various branches of global military
- Forces- Army, Navy, Air Force, Marines, and Coast Guard.

### TABLE SEATING ETIQUETTE

- All male or all female luncheons and dinners
- Mixed luncheons and dinners with bachelor host or hostess
- Traditional mixed dinners
- Mixed dinners (divisible by four)
- Mixed luncheons and dinners at squared U and horseshoe tables
- Head tables

### STATE HOUSE ENTERTAINING

- Time
- The invitation and After dinner invitations
- Receptions by president and first lady the dinner dance
- Signing ceremonies
- Award ceremonies
- Swearing ceremonies
- Arrival of host, Arrival of honored guest
- Departure
- Dress

## DAY FIVE

### THE DIPLOMATIC CORPS

- Procedures of appointment and accreditation of ambassadors
- Presentation of credentials
- Official calls by the new ambassador
- Participation of heads of mission in ceremonies
- An ambassador's departure
- Diplomatic immunity
- Change of administration

- Death in diplomatic corps
- Notes on funerals and mourning
- Letters of condolences upon the death of a foreign chief of mission
- Gifts and decorations

### CEREMONIES

- Presidential inaugurals
- Swearing in the president
- The inaugural parade
- Diplomatic notes
- Twenty one gun salute
- State Funerals
- Responsibilities of the office of the chief of protocol

### GLOBAL GIFT GIVING PRACTICES

- Strategic do's and don'ts in gift-giving around the world... In Asia, Europe, the Americas, Africa.
- Wrapping and packing gifts for global travel

### WOMEN IN OFFICIAL AND PUBLIC LIFE

- Women ambassadors
- Unmarried couples
- Women of fame and achievement without rank

### SECURITY ISSUES

- Origins of modern era security
- Areas of concern
- Examination of sites
- Security of property and personnel

### AIRPORT RECEPTIONS

- Receiving guests at the plane
- The receiving line positions and order thereof
- Red carpet
- Positioning of the protocol officer
- Car seating protocol

### DINING ETIQUETTE

- Host duties and guest responsibilities
- Let's be seated... Proper entrance and posture at the table
- Napkins: When is the right time and wrong time to place your napkin on your lap?
- What to do with it at the beginning, middle and end of a meal
- How to pass the bread basket? Which way does it go?
- When to begin eating... who begins and who should follow?
- How to excuse yourself from the table in the middle of the meal?
- Proper flatware usage
- Global table manners
- Often-made mistakes in etiquette and protocol
- Strategic do's and don'ts.

## ADVANCED DIPLOMACY, PROTOCOL & ETIQUETTE TRAINING WORKSHOP REGISTRATION FORM

To secure your booking, please complete, sign and email a scanned copy to [registrations@acaeglobal.com](mailto:registrations@acaeglobal.com)

### Approving Manager Details:

Prof    Dr    Mr    Mrs    Miss   Name & Surname .....  
 Telephone.....   Position .....  
 Organization .....   Email .....  
 Physical Address.....   Signature.....

**THIS BOOKING IS INVALID WITHOUT A SIGNATURE**

### Participant Details:

Prof    Dr    Mr    Mrs    Miss   Name & Surname .....  
 Telephone.....   Position .....   Email .....

Prof    Dr    Mr    Mrs    Miss   Name & Surname .....  
 Telephone.....   Position .....   Email .....

Prof    Dr    Mr    Mrs    Miss   Name & Surname .....  
 Telephone.....   Position .....   Email .....

**KINDLY CHOOSE YOUR CONVENIENT DATE AND FEE OPTION**

#### 20<sup>th</sup> – 24<sup>th</sup> August, 2018 at Premier Hotel, OR Tambo Airport, Johannesburg, South Africa

- Fee Option 1:**  
5 day Workshop = **USD 3,550.00 per delegate** include 6 nights bed & breakfast, round trip airport transfer, lunch, conference documentation and limited refreshments
- Fee Option 2:**  
5 day Workshop = **USD 2,500.00 per delegate** include, training material, lunch, limited refreshment

#### Group Rates of 3 and above

- Fee Option 1:**  
5 day Workshop = **USD 3,350.00 per delegate** include 6 nights bed & breakfast, round trip airport transfer, lunch, conference documentation and limited refreshments
- Fee Option 2:**  
5 day Workshop = **USD 2,300.00 per delegate** include, training material, lunch, limited refreshment

Would you like us to organize your hotel booking? Yes  No

#### Payment Details

Payment Method (\*Please choose one)   Cash    Direct Deposit Bank Transfer (EFT)

#### Our Banking Details

<b>Bank:</b>	STANDARD BANK	<b>Account Name:</b>	AFRICA CENTRE FOR ADMINISTRATIVE EXCELLENCE
<b>Account Number:</b>	303049537	<b>Branch Code:</b>	001255
<b>Branch Name:</b>	Rivonia	<b>Swift Code:</b>	SBZAZAJJ

**IMPORTANT: PLEASE NOTE THAT CASH PAYMENT OR A BANK CERTIFIED PROOF OF TRANSFER IS THE BASIS FOR ADMISSION.**

#### CANCELLATION AND POSTPONEMENT POLICY

All cancellations or postponements must be confirmed in writing and e-mailed to [info@acaeglobal.com](mailto:info@acaeglobal.com). Cancellations 10 to 5 Business days prior to the event will attract a 25% cancellation fee. Cancellations received less than 5 Business days prior to the event will result in a 50% cancellation fee. No shows will attract a 100% cancellation fee. Maximum permissible interest will be levied on any outstanding invoices. You are however welcome to substitute your attendance with an appropriately qualified colleague. Postponement to a later date must be received in writing no less than 5 Business days prior to the initial event in order to waive the cancellation fee. This waiver will only be applicable once.

#### GENERAL NOTES

In the event of unforeseen circumstances, ACAIE reserves the right to change the speakers, the venue or the date. Delegates will be notified of changes or cancellations of events no later than 5 Business days prior to the event and all paid-up invoices will be fully refunded in a case of cancellation or credited to another event within 6 months, we however welcome donations to the organization for our cause of rural literacy campaign.