

Academy of Training

Diplomacy, Protocol and Etiquette

Overview

Diplomacy, protocol and etiquette is a hands-on programme designed specifically to assist Public Sector employees and others with Diplomatic, Cabinet or Senior Officials responsibilities in developing or updating all the key skills for discharging their duties in the areas of diplomacy, protocol and etiquette in a manner which meets the needs of all of the dignitaries and senior officials with whom they are associated or for whom they provide support services.

Objective

The objective of this workshop, delivered over one-and-a-half to two-days, to suit, is to equip participants with the necessary knowledge, skills and field application in the areas of diplomacy protocol and etiquette, bringing credit not only to themselves but also to the Public Sector organisations and Ministers they represent. They also will be able to bring effective and efficient service delivery to the public, as appropriate.

Topics

Topics covered in the course are tailored to meet the needs of each organisation and may include the following:

- State protocol principles and practice
- Flag protocol and flag precedence
- State and diplomatic ceremonies
- Titles and forms of address
- Proper introductions and their responses
- Invitations and replies
- Official entertainment and private parties
- Table seating etiquette
- State house and diplomatic residences
- Gift giving practices
- Dining etiquette
- Security issues in protocol
- Cultural awareness and sensitivities
- Conversation and speaking skills
- Unwritten rules

Resultant Benefits

On completion of the workshop, participants will be able to demonstrate knowledge of state protocol principles and practices and all of the key matters for effective and efficient service in the areas of diplomacy, protocol and etiquette.