"Etiquette & Protocol for the Modern Diplomat"

Radisson Blu Portman Hotel, London, UK
04th - 22th August 2014

This program will be specially customized to meet the identified training needs of participants on both, personal and professional levels

Knowledge Seekers UK
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Course Overview

Protocol is an important part of diplomatic practice linked with history, royalty, religion, culture and language.

Protocol involves etiquette on a local and international scale, and the practice of good manners on a daily basis. It evolved as a result of old traditions, when in the early days of civilization hospitality was extended to an arriving guest. Today it is particularly important because it not only covers the ceremonial rules that are followed during official functions and how to behave on these special occasions, but it also provides a set of established rules of courteousness that are to be respected in society. This course introduces participants to the ceremonial aspect of protocol procedures, behavior of etiquette, rules of courteousness in society, and respect for precedence. It also helps business executives master the basics of etiquette and get a better understanding of multicultural manners.

Corporate Visits and Cooperation

Part of the program will be delivered in cooperation with International Relations Department at University of Kent. In addition, corporate visits to some organizations in London will be arranged. The visits will add practical value to the training and increase the Compare & Contrast methodology of learning. Also, it would be great chance to have Knowledge Transfer and exchange experience with real experts from UK diplomacy, in addition it will be great chance for networking, establishing connections and making contacts.

Course Aims & Objectives

Upon completion of the course, participants will be able to:

- Introduce themselves and others appropriately and engage in initial conversation.
- Present themselves, and their organisations, with confidence.
- Use handshakes effectively and present and receive business cards appropriately.
- Use correct titles and forms of address in different contexts.
- Prepare invitations for various events and different levels of formality; prepare notes of acceptance and decline for events.
- Plan and prepare for hosting important events and meeting dignitaries.
- Plan seating arrangements and balance table seating.
- React in an appropriate and proactive manner to arising protocol-related questions and issues.
Who Should Attend?

This course is highly recommended to all students who would like to improve their etiquette skills and know more about protocol.

Course Contents

**Introduction to protocol and etiquette**
- Historical background of protocol;
- How the unwritten rules of courtesy and ceremonial acted as catalysts in the development of protocol procedures as we know them today;
- The importance of first impressions;
- How handshakes act as a means of communication when meeting someone for the first time.

**Introductions and business cards**
- The importance of making a proper introduction: When does one introduce oneself? When do we introduce others?
- Commonly made mistakes during introductions;
- The history of visiting cards and their use as adopted by different countries.

**Establishment of diplomatic relations and presentation of credentials**
- An introduction to the procedures normally followed for the establishment of diplomatic relations, the appointment of an ambassador, and his arrival in the host country;

**Order of precedence, titles and forms of address**
- What is an order of precedence and how is it applied at formal functions? What kind of precedence exists among the diplomatic corps and what does the Vienna Convention on Diplomatic Relations (1961) say about the order of precedence? The importance of titles and forms of address;
- How dignitaries should be addressed in a manner appropriate to the office they occupy;
- How to address such dignitaries in writing.

**Invitations**
- How invitations originated;
- The difference between formal and informal invitations;
- The proper wording used on diplomatic invitations;
- Forms of replies and declines.

**Attending events and planning table seating**
- Attending receptions and the receiving line;
- Official luncheons and dinners;
- Various seating arrangements.

**Entertaining**
- The list of host duties when hosting various functions and the respective duties of the guests;
- The purpose of toasts, when they are given and the general format used when giving a toast;
- Table manners and other important issues related to diplomatic entertaining.
State visits

- Preparation for state visits;
- The programme involved; Dress codes, decorations and flag etiquette.

Public Relations & Media

- Dealing with press and media
- Practical examples
- Public speaking with confidence

Key Features of Knowledge Seekers UK training includes:

- Pre-course work-book review & practical exercises and discussion sessions
- We shall keep in touch with participants and follow up after the training course to monitor progress throughout
- Personalized Learning Exercises — before delivering the training, we shall contact H&P participants and conduct phone interviews. Participants will fill in customization form to help KS UK identify personal & organizational training needs. Gaining a holistic understanding of your management challenges will enable us to assess your strengths and weaknesses, identify issues that require attention, and help you develop a personalized action plan.

Belbin Test:

To identifies members’ managerial behavioral strengths and weaknesses in workplace and helps:

- Individuals to establish productive working relationships
- To select and develop high-performing teams
- To raise self-awareness and increase personal effectiveness
- To identify talent in the workplace...and much more!

Which Belbin Team Roles do you fulfil?

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Networking & Self-Development Events

- **JCI London.** Junior Chamber International is a global network for young people in their 20s and 30s. JCI is present in more than 100 countries and have almost 200,000 members across the world. Events on a regular basis help young people to network and run inspiring projects.

- **Toastmasters International.** Toastmasters builds confidence, it can also help develop leadership skills that can be put to good use at work or home. Public speaking is not usually one of those things on everyone’s to do list. In fact, most people during their lifetime prefer not to speak to an audience, no matter how small. However, public speaking can be of benefit to anyone, no matter what they do in their lives. Without realizing it everyone speaks publicly at some stage, be it, at a party, wedding or to a new neighbor. Like writing, speaking is a form of communication most people take for granted.

**Course Details**

<table>
<thead>
<tr>
<th>Course Duration:</th>
<th>(3 weeks)</th>
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<tbody>
<tr>
<td>Course Title:</td>
<td>“Etiquette &amp; Protocol for the Modern Diplomat”</td>
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<tr>
<td>Pre- Schedule:</td>
<td>04th - 22th August 2014</td>
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<tr>
<td>Timings:</td>
<td>10:00 AM - 02:30 PM</td>
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<tr>
<td>Instruction Language</td>
<td>English</td>
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<tr>
<td>Fees per participant</td>
<td>£17,200 GBP (VAT included)</td>
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<tr>
<td>Venue:</td>
<td>Radisson Blu Portman Hotel - London &amp; Other UK locations</td>
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**Course fees Include:**
- Documentation & handout+ USB Memory
- Refreshments and transportation for corporate visits
- Assessment and follow up after course
- Completion certificate upon successful attendance
- Visa assistance if needed
- One day London tours and Belbin Test fees
- Pick up arrangements from and to London Airports
- 4* hotel accommodation with breakfast for 3 weeks (Zone 1)

**Quality performance guaranteed by:**

![Llywodraeth Cynulliad Cymru
Welsh Assembly Government](image)