



Institute for Capacity Development (ICD)

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Protocol Procedures and Diplomatic Etiquette

Course Objectives

Upon completion of the programme, the participants should be able to:

- Network effectively, including making introductions, shaking hands, and using business cards appropriately
- Dress appropriately for every business occasion
- Feel comfortable when dining in business and formal situations
- Create a professional image and follow office etiquette, and maintain positive office relationships.
- Introduce people properly, be a good conversationalist, and follow proper etiquette in meetings.
- Display courtesy on the telephone, in voice mails, and in written communications.
- Follow proper etiquette at business functions and dinners, and identify formal table settings for business dining.

Target Groups

- Customer care consultants
- Public Relations Officers
- Managers
- Frontline staff
- Administrators
- Client Service Managers
- Staff dealing with public

Course Outline

- General Management and Principles
- Office etiquette
- Understanding business etiquette
- Maintaining a professional appearance
- Developing positive relationships with co-workers
- Dealing with Colleagues
- Accommodating Colleagues with a Disability
- Professional Conduct
- Professional Communication
- Dealing with Difficult People and Issues Professionally
- Etiquette and Rules of Behaviour
- The Handshake
- Business Card Etiquette

- The Skill of Making Small Talk
- Creating an Effective Introduction
- Minimising Nervousness
- Remembering Names
- Developing an Appropriate Greeting
- The Four Levels of Conversation
- Making That Great First Impression
- Dress for Success
- Gift Policies
- Interacting with VIPs
- Diplomatic Occasions
- Dress Codes
- Business Dining
- Dining in Style
- E-Mail and Telephone Etiquette
- Etiquette in Meetings
- Netiquette
- Cell Phone Etiquette
- Etiquette in and around the Office
- Office Party Etiquette
- Dealing with Confidential Issues in the Office
- Action Planning

Dates: 14th – 25th March 2022

Duration: 2 Weeks

Course Costs: US\$3150/delegate

Venue: Windhoek, Namibia