

Protocol and Etiquette Intelligence

Workshop

UPCOMING TRAINING DATES

05th-09th October, 2015

MÖvenpick Hotel
Jumeirah Lakes Towers
Dubai
United Arab Emirates



12th-16th October, 2015
Hilton Istanbul Bosphorus,
Istanbul
Turkey



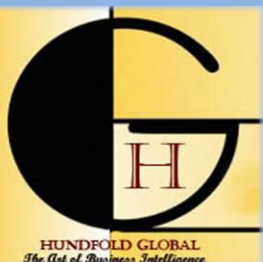
23rd-27th November, 2015
Protea Hotel Wanderers,
Illovo,
Johannesburg,
Republic Of South Africa



07th-11th December, 2015
Deauville
Beach Resort,
Miami Florida
United States of America



22nd -26th February, 2016
Protea Hotel Wanderers,
Illovo,
Johannesburg,
Republic Of South Africa



HUNDFOLD GLOBAL
The Art of Business Intelligence

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INTRODUCTION

Business in the 21st century is global and working people of all nationalities and cultures are brought into contact with one another. Different countries, states and institutions have different rules about acceptable behavior and ignorance of these rules lead to unnecessary misunderstandings and conflicts.

Confidence comes from knowing you are doing the right things right! This practical workshop covers every facet of modern protocol & etiquette and provides delegates with a comprehensive understanding of global business practices.

TRAINING METHODOLOGY

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own environments, thus ensuring that the learning is anchored at their workplace. Most of the interactive learning will take the form of simulated exercises and case studies where participants will demonstrate the skills taught. As with all **Hundfold Global** training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

KEY LEARNING OUTCOMES

- Understand the foundations of Protocol
- Explain the importance of national symbols
- Applying the orders of seniority in government and in the institution
- Understanding protocol observations when hosting VIPs
- How to dine with class, etc

PROGRAM OUTLINE

MODULE 1: Understanding the Principles of Protocol & Diplomacy

- Definition and Origin of Protocol
- Definition of Etiquette
- Diplomatic Protocol

MODULE 2: National Symbols and their Significance

- The Flag
- Impermissible Uses of the flag
- The National Anthem
- Documents Required

MODULE 3: Official Table of Precedence

- Rationale for Order of Precedence
- Government Order of Precedence
- Rules to be Observed
- Rules for Official versus Unofficial Life

MODULE 4: Official Forms of Address and Titles

- On Envelopes, Invitations and at the end of Letters
- Meeting a Vehicle
- Verbal Greetings and Farewells
- Introductions
- When to Sit and When to Stand
- How to Shake Hands
- Acceptable Public Conduct and Physical Contact

MODULE 5: Practical Programme Arrangements

- Information Required
- First Draft of Programme
- Press Arrangements
- Security Arrangements
- Transport Arrangements

MODULE 6: Seating at Formal Dinners and Banquets

- Seating Plan and Seating Shape
- Hosts, Guests of Honour and Spouses
- Invitations and Place Cards
- Local Concept of Social Time
- Numbers
- The Menu
- Special Diets
- Dining with the Handicapped

MODULE 7: Global Dinning Etiquette

- Holding a knife, fork and spoon
- Special etiquette for eating specific food
- Serving dishes
- Silver and china
- Glasses
- Plates
- Napkins
- Candles
- Flowers
- Miscellaneous
- Order of Service
- When Host and Hostess serve
- Service of Wine

MODULE 8: Gift Policies

- General Rules that apply
- Cultural Preferences and Avoidances
- Bribery: Real and implied
- Thanking Hosts or Clients for Gifts

MODULE 9: Golden Rules of Good Business Manners

- What is Your IMPACT Rating?
- Your Checklist Scores

MODULE 10: Dealing with People Face-to-Face

- Meeting for the first time
- Effective Face-to-Face Discussions
- Handling Conflict
- Respecting Confidences
- Keeping Colleagues Informed
- Building Respectful Relationships
- Dealing Assertively with Executives and Dignitaries

MODULE 11: Interacting with VIPs

- How to Address Traditional Leaders
- Handling Guests (Meeting a Vehicle, Security and Introductions)
- Local Concept of Social Time
- Dress Codes
- Conversation Topics
- Acceptable Public Conduct

MODULE 12: Etiquette of the Written Word

- Business Correspondence
- Internal Memoranda
- Email Etiquette

MODULE 13: Etiquette of the Telephone

- Initiating a call
- Organising the call
- Good Telephone Manners
- Dealing with Interruptions
- Receiving and Screening Calls
- Conference Calls

MODULE 14: The Dynamics of Culture Diversity

- Honouring Different Cultures and Customs
- Speaking Their Language
- Ethnic and Religious “Hot Spots”

MODULE 15: Business to Business Protocol

- Respect Hierarchies
- Being Loyal to your Company
- Handling Complaints with Confidence
- The Negotiation Minefield: Look for “win; win”
- Acting Honourably in the Heat of the Moment

MODULE 16: Diplomatic Occasions

- Procedures and Precedence
- Forms of Address in conversation
- Wives and Partners
- Cards and Invitations
- What to Wear
- Food and Drink
- General Behaviour
- Thanking Hosts and Sponsors

MODULE 17: Dress Guidelines for Men: When to Wear What

- Suits
- Waistcoats
- Pockets
- Shirts and Ties, Shoes
- Socks
- Hats
- Accessories
- Morning Dress
- Full Evening Dress
- Options
- Jewellery and Accessories
- Decorations and Medals

MODULE 18: Dress Guidelines for Women: When to Wear What

- Individually
- Business Day Wear
- Trousers
- Special Occasions: Level Dressing
- Evening Dress
- Gloves
- Hats

Protocol and Etiquette Intelligence Workshop

REGISTRATION FORM

Delegate Information

1. Prof/ Dr/ Mr/ Mrs/ Miss:
Position:.....Tel (+).....
Email:.....

2. Prof/ Dr/ Mr/ Mrs/ Miss:
Position:.....Tel (+).....
Email:.....

3. Prof/ Dr/ Mr/ Mrs/ Miss:
Position:.....Tel (+).....
Email:.....

4. Prof/ Dr/ Mr/ Mrs/ Miss:
Position:.....Tel (+).....
Email:.....



REGISTRATION FEE STRUCTURE

INDICATE THE TRAINING YOU INTEND TO REGISTER FOR

UAE: 05th-09th October, 2015 ☐ **TR:** 12th-16th October, 2015 ☐ **RSA:** 23rd-27th November, 2015 ☐ **USA:** 07th-11th December, 2015 ☐
RSA: 22nd-26th February, 2016 ☐

REGISTRATION FEES STRUCTURE

Event Options:

- ☐ **UAE:** 5 day summit = USD 2,700.00 per delegate include, training material, lunch and limited refreshment
- ☐ **TR:** 5 day summit = USD 2,700.00 per delegate include, training material, lunch and limited refreshment
- ☐ **RSA:** 5 day summit = USD 3,550.00 per delegate include 6 nights bed & breakfast, round trip airport transfer, lunch, conference documentation and limited refreshments
- ☐ **USA:** 5 day summit = USD 3,950.00 per delegate include 6 nights bed & breakfast, round trip airport transfer, lunch, conference documentation and limited refreshments
- ☐ **USA:** 5 day summit = USD 2,700.00 per delegate include, training material, lunch and limited refreshment
- ☐ **RSA:** 5 day summit = USD 2,500.00 per delegate include, training material, lunch and limited refreshment

AUTHORIZING SIGNATURE:

Prof/ Dr/ Mr/ Mrs/ Miss:Organization:.....
Signature:.....Tel (+).....
Position:.....
Email Address:
Physical Address:.....
Postal Address:.....
VAT No:.....

THIS BOOKING IS INVALID WITHOUT A SIGNATURE

PAYMENT OPTION:

☐ **Bank Transfer: First National Bank; Constantia Kloof Branch, Code 250655; Acc. no. 62283359571; Swift Code: FIRZAJJ**

TERMS & CONDITIONS

Payment Terms:

Payment must be completed 7 days from the date of invoice. Admission to the event is dependent on the completion of full payment.

Event Changes:

For reasons beyond our control, the timing, content and speakers of an event may be altered. In the event that our event is postponed or cancelled, delegate payments will be credited to any future Hundfold Global event (such credits are available for a year). Hundfold Global is absolved from and indemnified against any loss or damage as a result of any cancellation, postponement, substitution or alteration arising from any cause whatsoever.

Delegate Cancellations:

All cancellations must be received by Hundfold Global in writing. Cancellations received in writing more than 21 working days prior to the event being held will attract a 50% cancellation fee. Should cancellations be received within 21 working days from the event date, the Conference fee is payable and non-refundable. Non-payment and non-attendance does not constitute cancellation. No show will be charged the full registration fee. Cash alternatives will not be offered, however substitutes at no extra charge are welcome. Any cancellations received less than 15 working days before the event start-date do not entitle the delegate to a refund or credit note and the full fee must be paid. None attendance without notification is treated as cancellation with no entitlement to any refund or credit. Bookings with accommodation are subject to the contract between Hundfold Global and the Hotel concerned.

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