TO REGISTER OR MAKE AN ENQUIRY
TEL : + 27 11 875 2157 | MOBILE : + 27 76 534 2940
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Program Overview

Etiquette, manners, and cross cultural, or intercultural communication have become critical elements required for all international and global business executives, Executive Expats / Expatriates / Diplomats / Dignitaries, managers and employees. As international, multinational, transnational, multi domestic, and global trade / business continues to expand and bring people closer, the most important element of successful political, trade and business dialogue outcomes may be the understanding, appreciation and respect for international, regional, country and cultural differences.

This 5-day course shows the connection between how nations relate and the art of Diplomacy and Protocol. International Etiquette & Protocol will equip delegates with a wealth of information and resources that they can immediately apply during global political and business exchange.

WHO SHOULD ATTEND

- Protocol officers
- Administrators and Executive Assistants
- National government officials / civil servants
- International organisations Executives and support staff
- Diplomats / Expatriates,
- Politicians
- Corporate / business executives
- Embassy staff
- PR consultants
- Meeting and special events professional/consultants,
- Regional organizations staff, NGO staff
- Executive/legal administrative professionals
- Human relations professionals
- International Coordinators
- International Sales, Advertising and Marketing Professionals
- International Business Travelers
- Persons who work with Diplomats or Dignitaries
- Employees who work with colleagues or clients from other cultures
- Global entrepreneurs
- Journalists
- Interpreters
- Those who wish to improve, refresh or expand their knowledge and understanding of international protocol and those whose profession requires communicating and socializing in the global marketplace.

Objectives

By the end of the workshop, you will be able to:

- Understand how the International System of governance works
- Appreciate Geopolitics and how nations relate
- Explain the foundations of Protocol and International Diplomacy
- Know and be able to draft the appropriate Diplomatic Correspondence for different scenarios
- Understand the role of multi-lateral organisations
- Explain how War and Peace, Economic Development, Health, Migration and the Environment are central to International Relations.
- Appreciate the significance of the Vienna Convention as it relates to Diplomatic Immunity and Privileges
- Master the Order of Precedence especially when hosting dignitaries
- Aware of the unwritten codes of business
- Understanding various value systems

Special Feature

GLOBAL INSIGHT Training workshop combines instructor-led training with tuned-up resources to maximize your training goals. Through a blend of proven instructor-led seminars and powerful up to date technology. GLOBAL INSIGHT Learning provides a compelling and more comprehensive experience for the learner – producing a greater return – on – investment for the employer and the seminar participant.

DAY ONE

08:30 REGISTRATION AND MORNING COFFEE

Technology has put the global community in the palm of the hand. Yet questions also arise; what governs the international system? where do we fit in the International System of Nations? Why do we have uncontrolled migration and What shapes our foreign policy as a nation? In this session; The case will be made, why we should care about what happens in another part of the world, why being informed and making a critical assessment of issues matters especially in the realm of International Diplomacy, the art of negotiations and maintaining relations.

The International System

- Contemporary history of the world
- Geopolitics and how nations relate
- Multilateral and Intergovernmental Organisations
- Political ideologies and theories

International Law

- States, Independence and Equality
- The United Nations and sub organisations
- Treaties, Alliances and Negotiations
- International Jurisdiction

International Diplomacy

- The art of building and maintaining interstate relationships
- The Effectiveness of Regional Institutions
- Soft Power
- Critical Thinking
**DAY TWO & THREE**

**Arms of International Relations**

Protocol and diplomacy is no longer relegated to the international diplomatic community alone, global awareness profile is now of utmost importance to succeed in the International Arena.

**War and Peace**

- Conflicts of Ideas and Interest
- Policy Perspectives
- The Question of Sovereignty
- The UN Security Council

**Global Migration**

- The North-South Gap
- Culture and Identity
- Illegal migration

**Economic Development**

- International Trade
- Sanctions and Embargoes
- Globalisation and Finance
- The currency system

**The Environment**

- Climate Change
- Economic considerations
- Environmental policy

**Principles of business etiquette and protocol**

- Definitions and concepts
- Guiding principle
- Importance of etiquette in business
- Importance of protocol in business
- The importance of manners
- Creating the right corporate image
- Six basic principles

**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

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**DAY FOUR & FIVE**

**Diplomatic Protocol and Etiquette**

In this rapidly expanding global community and economy that encompasses the prescriptive elements of culture, Business etiquette has increasingly become an integral part of regional and international business culture, hence the need for Business Etiquette and protocol Intelligence has never been greater. This session equips executives on all levels to separate themselves from high level board failure and to distinguish themselves from competition.

**Personal and professional conduct**

- Universal expectations for behavior
- Etiquette for formal occasions
- Handling difficult personalities
- Four choices for dealing with various behaviors
- International business etiquette
- Customs and cultures
- Best practices

**Planning and hosting VIP occasions**

- Knowing your audience
- Preparation for official visits
- Hosting International Visits
- VIP Protection
- Protocol at events and summits
- Key qualities of the ideal host
- Precedence and Seating Protocol Seating strategies
- Risk and contingency planning
- Mistakes to avoid
- Meeting at airports

**Variations in protocol and etiquette**

- Administrative protocol
- Hanging of Official Photographs
- Flags, anthems and logos
- Awkward situations and solutions
- Panoramic view of variations

**Proper communication etiquette / Diplomatic Correspondence**

- Phone etiquette / Email etiquette
- Letter of Credence / Letter of Recall / Letters of Congratulations
- Meeting etiquette
- Titles and forms of address
- Exchanging gifts
- Invitations and Reminders
- Memorandum
- Note Verbale / Note Collective
- Aide-Memoire
- Demarches

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END OF WORKSHOP
REGISTRATION FORM

PLEASE COMPLETE AND SEND BACK TO:
info@myglobalinsight.com

International Relations
Protocol and Diplomacy

1. Delegate Name: ___________________________ Designation ___________________________
   Email ___________________________ Tel Number ___________________________

2. Delegate Name: ___________________________ Designation ___________________________
   Email ___________________________ Tel Number ___________________________

3. Delegate Name: ___________________________ Designation ___________________________
   Email ___________________________ Tel Number ___________________________

4. Delegate Name: ___________________________ Designation ___________________________
   Email ___________________________ Tel Number ___________________________

Company Name ___________________________ Country ___________________________
Postal Address ___________________________ Postal Code ___________________________
Tel Number ___________________________ Fax ___________________________
Nature of Business ___________________________ Company Size 0 –50 51 –100 >100 >250 >500+

WORKSHOP OPTIONS:

Johannesburg, South Africa 05 – 09 November, 2018 □
Dubai, United Arab Emirates 03 - 07 December, 2018 □
Johannesburg South Africa 11 – 15 February, 2019 □

Indicate the workshop you intend to register

CONFERENCE & WORKSHOP FEE (5 days)

□ Johannesburg : USD 2,400.00 (per delegate includes, training materials, lunch and limited refreshments)
□ Johannesburg : USD 3,500.00 per delegate includes 6 nights bed & breakfast, airport transfer, lunch, conference documentation and limited refreshments
□ Dubai : USD 2,700.00 per delegate includes, training material, lunch and limited refreshments.
□ Tour (Optional) : USD 180 per delegate (Johannesburg)

TERMS & CONDITIONS

1. Payment Terms: On the return of the registration form, full payment is required within 7 working days. Payment must be received prior to the conference date. Global Insight reserves the right to refuse entry into the conference should full payment not have been received prior to this date. Cancellation will be charged under the terms set out below.

2. Cancellation, No shows & Substitutions: Cancellation received in writing more than 21 days prior to the event being held carries a 50% Cancellation fee. Should cancellations be received between 21 days and the date of the event, the full conference fee is payable and non-refundable. Non payment or 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.

3. Alterations to advertised package: Global Insight reserves the right to alter this programme without notice or penalty and in such situations no refunds or part-refunds or alternative offer will be made. Should Global Insight permanently cancel an event, for any reason whatsoever, the Client shall be provided a credit of the equivalent amount paid towards the cancelled event. In the case of a postponed or cancelled event, Global Insight will not be responsible for covering airfare, accommodation, or other travel cost incurred by Clients.

4. Copyright: All intellectual property rights in the materials distributed by Global Insight in connection with this event are expressly reserved and any unauthorized duplication, publication or distribution is prohibited.

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METHOD OF PAYMENT

GT07

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250 655

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On behalf of the organization
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First name ___________________________
Position ___________________________ Tel: ___________________________
E-mail ___________________________

Signature …………………………………………………..Date……………………………..

THIS REGISTRATION FORM IS INVALID WITHOUT A SIGNATURE