



An Intensive 5-day Training Course

# Introduction to Diplomatic Protocol Etiquette

UNDERSTANDING THE WORLD  
OF DIPLOMACY

**Dates: 24 – 28 March 2025**

**Venue: Radisson Blu Hotel & Convention  
Centre Kigali Rwanda.**

**Fees: \$2500 per delegate**





# Course Introduction

Diplomatic Protocol Etiquette is about using skill and tact in dealing with others, ensuring that official and unofficial occasions, visits, meetings, and functions are planned and conducted according to formal social and cultural rules and customs. If you fail to do so, your organization and Nation may be humbled and you risk giving serious offense. Protocol officers research the traditions and customs of Government and Diplomatic visitors, teach your staff correct behavior, plan visits, ceremonies, and special events, make and send invitations and create seating plans. They also identify security risks and create safety plans.

This Diplomatic Protocol Etiquette will complement your professional knowledge with skills in diplomatic protocol to support your organization. It will give practical insights that will improve your effectiveness in a wide range of settings. This Vision Africa Events training course will highlight:

- The working of international diplomacy
- Creating the perfect environment in which to entertain distinguished guests
- Correct behavior in formal and semi-formal settings
- How to deal with VVIPs?
- The duties of protocol officers



# Objectives

The objectives of this course on Diplomatic Protocol Etiquette are:



- Understand the general principles of diplomacy and protocol/etiquette



- Identify best practices for organizing diplomatic visits and events



- Recognize the elements which make an event a success or a failure



- Explain the principles of protocol and etiquette to colleagues and senior managers



- Develop excellent networking and contact-making skills



# Training Methodology

This Vision Africa Events training course uses a wide variety of proven adult learning techniques to ensure effective assimilation and retention of the information presented. This training course is highly interactive and will prompt delegates to reflect on their own thinking, communication style and practice.

Your Tutor will guide and facilitate learning using a wide variety of methods including direct input, video, discussions, case studies and group and individual exercises to focus on the themes of the course, practice skills and receive feedback.

# Organisational Impact

Your organization will benefit in the following ways:

- Enhance relations with partners from all over the world
- Project your brand values through skilled staff
- Have confidence that your staff understand protocol and correct behavior
- Improve staff confidence and competence
- Establish a stronger Centre of excellence in diplomatic protocol and etiquette Enhance
- reputation as an international player



# Personal Impact

The personal benefits to be derived from attending this Vision Africa Events training course include the following:

- More polished personal and professional image
- Fluency in diplomatic language and verbal diplomacy
- Greater understanding of international protocol and virtual diplomacy
- Knowing how to conduct yourself on formal occasions
- Being able to deal masterfully with formal dining events
- Improved level of confidence

## Who Should Attend?

This Introduction to Diplomatic Protocol Etiquette training course would benefit a wide range of professionals but is particularly relevant for:

- Government protocol officers
- Civil servants, and those who wish to refresh or expand their knowledge of international protocol
- NGO staff
- Public Relations Officers
- Team Leaders and Managers
- Corporate Communications Practitioners
- Public Affairs specialists
- Meeting and event planners
- Sales staff





# Course Outline

## Day 1

### The Origins and Practice of Diplomacy

- The history of protocol
- Protocol traditions and modern-day practice, The Vienna Convention
- Variations between countries
- The varying roles of diplomats and correct forms of address
- Religious, multi-faith and cultural implications for protocol
- Emblems, Flags and Anthems

## Day 2

### Organizing Formal Events

- The Art of Gathering – The basic principles of successful events
- Seating plans, receiving lines and diplomatic precedence
- Professional, diplomatic, and ceremonial image – Training staff
- 5 Phases to planning and executing state visits
- Online meetings
- Invitations, RSVPs, and follow-up



## Day 3

### Entertaining and Dining

- The giving and receiving of gifts
- Types of dining and their demands
- Navigating different table settings
- Making small talk
- Dining etiquette
- Speeches and entertainments

## Day 4

### Building Relationships and Networking

- How to research a visit, event, or ceremonial?
- Building your contacts list
- Intelligence gathering for future events
- The power of follow-up and staying in touch
- Building your confidence and presence
- Introducing people on formal occasions

## Day 5

### Investing in Yourself

- The importance of appearance, dress, and grooming
- The importance of body language from handshake to hangouts
- Building up a wardrobe for all occasions; Dress codes
- How to prepare for and profit from any networking opportunity?
- Assessing and tailoring your style
- Personality types and how to deal with difficult people

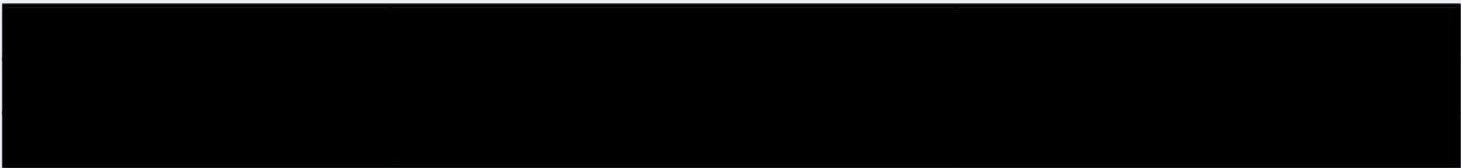


### Certificate

- Vision Africa Events Certificate will be provided to delegates who successfully completed the training course.







\*To attend this event, payment has to be made 1 week before the workshop

For discounts on group bookings, please email us at [alexander@visionafricaevents.com](mailto:alexander@visionafricaevents.com) or call Alexander (training@visionafricaevents.com) at +260 211 292 555 and +260 974 158 153

CONTACT INFORMATION OF AUTHORIZED SIGNATORY  
*(Signatory must be authorized to sign on behalf of the company)*

Company: .....

Address: .....

Contact Person: .....

Designation: Date: .....

Tel: .....

Cell: .....

Fax: .....

Email: .....

Company VAT #: .....

Authorized Signatory: .....

DELEGATE LIST

Delegate 1 : .....

Position: .....

email: .....

Delegate 2: .....

Position: .....

email: .....

Delegate 3: .....

Position: .....

email: .....

Delegate 4: .....

Position: .....

email: .....

Delegate 5: .....

Position: .....

email: .....

PAYMENT METHODS

Bank Transfer: 

PayPal

MasterCard

VISA

Atlas Mara Bank Limited, Zambia Plaza,  
church road, Lusaka  
Swift code: FMBZZMLX, Sort Code: 20044  
Branch code: 301  
ZMK ACCOUNT: 3015882912011  
DOLLAR ACCOUNT: 3015882912022  
  
Cheques: Made payable to Vision Africa Events  
Credit Card: Please fill in your credit Card details below  
  
(Please note that **ONLY VISA & MASTERCARD ARE ACCEPTABLE**)

Credit card Holder's Name:

.....

Expiry date: ..... 20 .....

Credit Card #: .....

CVC #: .....

Card Holder Signature: .....

TERMS & CONDITIONS:  
*(The following terms and conditions will apply)*

- \* Payment is required in full 5 days from date of invoice
- \* All payments to made directly to Vision Africa Events
- \* No seats will be reserved, unless Vision Africa Events receives a signed registration form Vision Africa Events
- \* reserves the right to change speakers, programme content, date & venue due to circumstance beyond our control.
- \* The signed booking/registration form is a legally binding contract.

Cancellations  
All cancellations will be subject to approval by the management of Vision Africa Events. All cancellations made 21 days prior to the date of the booked event will be subject to a 75% cancellations fee.  
Cancellations made 21 days before the booked event will be subject to 100% cancellation fee. There will be no refunds on Credit Card payments.

SUBSTITUTIONS

- \* Delegates must inform Vision Africa Events in writing of any substitutions
- \* Vision Africa Events will NOT charge for substitutions
- \* Vision Africa Events will NOT be held liable for incorrect Delegate details on Certificates, etc. in the event of substitutions being made on the day of the event or conference.
- \* In the event of Vision Africa Events having to cancel or postpone an event due to circumstance beyond our control, delegates will be issued with a credit voucher, which may be redeemed for future events or conferences.

*Vision Africa Events will not be held liable for travel and accommodation costs outside the conference dates. The event fees include: Seminar / Conference Materials, Lunch, refreshments, but excludes travel & accommodation. Call the events team for help with recommended hotels for the event.*

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