

# COURSE SYLLABUS

## Diplomatic Protocol, Etiquette, and Ceremonial

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Global Diplomatic Forum E-learning Course



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## Disclaimer and Acknowledgements

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Please familiarise yourself carefully with the Disclaimer and Acknowledgements documents made available on this course's platform prior to commencing the course for more information about the terms and conditions of use of the Global Diplomatic Forum on-line learning environment and acknowledgement of those organisations and associated experts for their authorisation to use text, audio and visual transcripts, webcasts and photographic imagery.

## Course Presentation

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Are you ready to take your diplomatic skills to the next level? Join our practical online course, "Diplomatic protocol, Etiquette and Ceremnnial ", where you'll learn how to develop and implement effective and seamless engagement with your colleagues across the world.

Diplomatic protocol and etiquette refer to the rules and customs that govern behavior and interactions between diplomats and other high-level officials from different countries. These rules and customs are designed to promote mutual respect, understanding, and cooperation among nations.

At the end of this course, you'll understand the importance of building a roadmap and strategy before determining the tools, the importance of understanding your audience, the various diplomatic communication tools, and how to use them together in a campaign, and the importance of a long-view and commitment to continuous learning and listening.

The course is a combination of conceptual learning and hands-on experience, with the majority of the training program (75%) focused on learning through application exercises, case studies, presentations, scenario settings, and guidelines . These practical exercises are designed to simulate real-life environments, allowing participants to practice and deliver in settings similar to those they will encounter in their professional lives.

The course is suitable for all diplomats and aspiring diplomats and international affairs officials as the practical component can be adapted to accommodate the requirements for different types of diplomatic settings.

The course places a strong emphasis on understanding other cultures and preparations. The online course will introduce and enhance participants' understanding of the main aspects of the theme, thus providing them with competitive edge and necessary foundations to effectively navigate the Global changing diplomatic environment

The Online Course trains diplomats beyond the conceptual understanding of Diplomatic protocol, etiquette and Ceremonial to develop guidelines and roadmaps with tangible impact on the delivery of their objectives. Participants will be prepared to take diplomatic opportunities presented via effective cross-cultural understanding

Developed and delivered by leading experts who will share their expertise and experiences with participants in an engaging platform, the course follows the latest trends for diplomatic education and aims to train the next generation of diplomatic leaders to succeed in a 21st Century diplomatic environment.

Join us on this exciting journey to become a master of diplomatic Protocol, etiquette and Ceremonial

## Course Outline and Contents

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The format of the online course in Diplomatic Protocol, Etiquette and Ceremonial Communications consists of a comprehensive set of online modules available to diplomats, professionals, students and trainee diplomats.

The Online Course in Diplomatic Protocol, Etiquette and Ceremonial is a practical course that covers topics focusing on different aspects, stakeholders, channels and practices that constitutes the framework of Diplomatic Protocol and Etiquettes. The course aims at enhancing practitioners skills in a globalised and interdependent issues as well as to strengthen the skills relevant to operating within a changing world

### **Module 1:**

#### **Diplomatic Protocol and Etiquette**

*(Week 1)*

1. Diplomatic Protocol and Etiquette
2. National Symbols and Protocol
3. Diplomatic Dress Code Etiquette
4. Gifting Gifts Etiquette

### **Module 2:**

#### **Soft Skills and Cross-Cultural Communications**

*(Week 2)*

1. Soft Skills Toolbox and the Power of Three
2. First Impression, Precedence and Greetings
3. Cross-Cultural Communication

### **Module 3:**

#### **Diplomatic Entertainment and Ceremonial**

*(Week 3)*

1. Dining and Entertaining Protocol
2. Diplomatic Ceremonial Protocol
3. Diplomatic Official Visits
4. Protocol of Flags and Gifts

## The Course Outcome

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

- Gain an understanding of the significance and application of soft skills such as first impressions, precedence, cross-cultural etiquette, and the art of gracious entertaining, and the importance of preparation
- Enhance professional development and overall awareness by providing the necessary tools to conduct international relations and build and maintain business relationships
- Learn the protocol and procedures of event management and international meetings

- Master the art of protocol and ceremonial etiquette in diplomatic settings and entertainment
- Boost productivity and improving the outcomes of diplomatic protocol and ceremonial engagements
- Provide training and sharing expertise on diplomatic protocol and ceremonial entertainment within the organisation and with colleague
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## Learning Objectives

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<b>Module</b>	<b>Learning objectives</b> At the end of each module, the participants will be able to:
<b>Module 1 (week 1)</b>  <b>Diplomatic Protocol and Etiquette</b>	<ul style="list-style-type: none"> <li>• Define the Diplomatic Protocol and Etiquette</li> <li>• Identify protocol and Etiquette of different Diplomatic settings</li> <li>• Grasp the Diplomatic Symbols, Introductions and Greetings</li> </ul>
<b>Module 2 (week 2)</b>  <b>Soft Skills and Cross-Cultural Communications</b>	<ul style="list-style-type: none"> <li>• Understand the main soft skills and their impact in diplomacy</li> <li>• Master the cross-cultural framework of diplomacy</li> <li>• Familiarise themselves with the power of three</li> </ul>
<b>Module 3 ( week 3)</b>  <b>Diplomatic Entertainment and Ceremonial</b>	<ul style="list-style-type: none"> <li>• Comprehend the different aspects of entertainment and ceremonial</li> <li>• Grasp the protocol of state dinners, cultural exchanges, business forums and other entertainments events</li> <li>• Acquire an advanced level of protocol of Diplomatic entertainments and Ceremonials</li> </ul>

## Methodology

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The course will be delivered via the e-Learning platform [FutureLearn](#) (instructions on using this platform will be emailed to you with course invitation to the platform). This didactic tool will allow the students to view the course contents and thus achieve the course's learning objectives through a self-paced learning routine supported by various multimedia content (hosted and linked videos

and podcasts), optional and required readings, discussion boards, assessments, and a wealth of other materials. Designed to fit the busy schedules of full-time professionals specifically to diplomatic personnel, participants will acquire knowledge through multi-faceted methodology comprising traditional reading materials, external sources of information in form of videos and podcasts, interactive discussion board allowing for communication with other participants and experts alike and webinars with guest lecturers.

**The course content and materials will be available online** (see Course Outline and Contents section for more details). The course is divided into 6 modules

All four modules contain the same structural elements:

- Contents
- Learning Objectives
- Lesson Material (text, video, documents, and lexicon terms)
- Assessment
- Discussion Board

## Grading Policy and Course Completion

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Students are eligible for a course certificate upon successful course completion. Successful completion requires:

- **At least 70% passing grade on EACH of the four module-based assessments** (7 out of 10 questions answered correctly); you may take each assessment **three times** (questions will be randomly drawn from a predefined question bank and therefore the content of assessment will change with each attempt);

**Before moving to the next module**, you should:

- (a) carefully go through all of the core module texts,
- (b) take the module-based assessments, and
- (c) participate in the weekly Discussion Board forums. ( optional)
- (d) you will be also encouraged to read/view/listen to the optional external links to further develop your knowledge on the given module's topic (e.g. links to articles, webinars, podcasts or websites and additional documents).

Global Diplomatic Forum's e-learning Committee is responsible for the final decision regarding certificates in consultation with the module leaders (experts). Global Diplomatic Forum reserves the right to award certificates of completion only to those participants who will be deemed “eligible” through the aforementioned pre-requisites. Global Diplomatic Forum urges all

participants to take a clear note of the above requirements. Should you require further clarification, please do not hesitate to contact the Global Diplomatic Forum Team.

## Study Planning

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Below table provides guidance on which parts of the course are deemed mandatory.

Activity	Mandatory
Interactive Course	Yes
External Links and Readings	No, though highly recommended
Module Assessments	Yes
Discussion Forums	Yes

The distinctive feature of this learning course is that it is an entirely **online based** learning experience. As such it can not only be accessed from any part of the world but also at any point of time (within allocated availability period specified above in the Course Outline and Contents section) thus creating a true self-paced learning environment. Upon start of the course, training materials will be gradually made available to you through Global Diplomatic Forum's partner portal - FutureLearn. The course contents will also provide links to external web resources such as references, documents and multimedia.

The Global Diplomatic Forum's team will be at your disposal to provide guidance and help you participate and **contribute actively** to the discussion forums, which are an important learning opportunity of this course. You will also be able to communicate with the course manager who will moderate the discussion board as well as answer module related questions (through both the posts on the Discussion Board and e-mail).

The online training provides numerous **advantages** over traditional learning methods. Particularly it allows for:

- the adjustment of the schedule and pace of your learning according to your specific requirements
- complete freedom in choice of the study location - as long as you are able to access internet connected computer
- expanding your network through engaging in discussion with fellow participants and module leaders
- having lectures with the world's leading experts



Online courses require more self-discipline and pro-active preparation in order to successfully meet the course's requirements and learning objectives.

Another important characteristic of the online course that needs to be duly noted is that it is asynchronous. What that effectively means is that the interaction between course participants and module leaders will take place intermittently and may incur a time delay – thus it is imperative to establish a course study routine that suits best individual work schedule, family commitments, internet connection speed, etc.

## Learning Content

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The complete set of modules and respective course materials **will be made available instantaneously on the FutureLearn portal. Modules and materials will be released on a weekly basis and will become available to participants regardless of successful completion of previous module and passing the assessment.** Learning materials are organised as follows:

The course material constitutes the core mandatory learning activity. The various module lessons contain main course text as well as links to external websites (e.g. with relevant articles, publications etc.) documentation, videos and podcasts, questions and case studies. All modules have few lectures with the module leader and a guest lecturer. The course and individual module contents have been designed to be accessible and approachable by wide demographic of participants, regardless of their level of knowledge on the topic providing opportunity to both acquire the basics and further elaborate on existing expertise.

## Technical Support

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For any technical issue or coordination matter, you may contact the Global Diplomatic Forum Team by sending a message through the FutureLearn platform.

You may also contact us by email. Email support is available 24/7. Given the global scope of the course emails will be answered within 24 hours.

### **Global Diplomatic Forum Team**

Jon Rendall Mr Marcin Dadura

Programme Manager

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Support hours: 8am to 5pm (CET)