



NIPAM
NAMIBIA INSTITUTE OF PUBLIC
ADMINISTRATION AND MANAGEMENT

Short Course

DIPLOMACY PROTOCOL AND ETIQUETTE

NIPAM



Diplomacy, Protocol and Etiquette

The Diplomacy, Protocol and Etiquette course is a hands-on learning provision that has been designed and developed to equip participants in the unified Public Sector with the necessary knowledge, skills and field application in the said areas. The course will assist in improving the conduct of public sector employees in diplomacy, protocol and etiquette, and bring effective and efficient service delivery to the public.

This course is offered to but are not limited to personal assistants, secretaries, drivers, directors and deputy directors, permanent secretaries, parliamentarians and all categories in the Public Service who require to develop competencies in the area of diplomacy, protocol and etiquette.

Course Learning Outcomes

By the end of the course, participants should be able to:

- Demonstrate knowledge of state protocol principles
- Demonstrate knowledge of the flag protocol
- Demonstrate understanding of state and diplomatic ceremonies
- Identify titles and forms of address
- Perform calling and calling cards
- Practise proper introductions and their responses, invitations and replies, official entertainment and private parties
- Illustrate knowledge of table seating etiquette, state house and diplomatic corps, global gift giving practices, and dining etiquette
- Appraise and evaluate security issues in protocol.

Course Content

This course covers the following pertinent topics in diplomacy, protocol and etiquette:

- 1) **State protocol principles**
- 2) **Flag protocol and flag precedence**
- 3) **State and diplomatic ceremonies**
- 4) **Title and forms of address**
- 5) **Proper introductions and their responses**
- 6) **invitations and replies**
- 7) **Official entertainment and private parties**
- 8) **Table seating etiquette**
- 9) **State house and diplomatic corps, global gift giving practices, and dining etiquette**
- 10) **Security issues in protocol.**



Dates

12 - 16 March 2018

Venue

NIPAM Campus, Windhoek, Khomas Region, Namibia

Methods of Facilitation

This course will be presented with the following methods: lectures, case studies, simulations, exercises, and theory and practice blended technique.

Duration

This course is offered on a regular basis at NIPAM through face to face facilitation over a period of five days..

Cost

N\$ 5, 200.00 per person (for participation and learning materials only)

Contact Details

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