



**NIPAM**  
NAMIBIA INSTITUTE OF PUBLIC  
ADMINISTRATION AND MANAGEMENT

## PROTOCOL & 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.

**Venue:** Windhoek, NIPAM Campus

**Duration:** Five (5) Days

**Fees:** N\$ 5 900.00

### COURSE LEARNING OUTCOMES

- 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 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.