

# **Business Diplomacy and Protocol**

*(NOTE: The following course outline is based on previous offerings and is only intended to provide a general overview of the topics which are covered. The actual agenda used for the next offering of this course is subject to some variation.)*

## **Course Title:**

Business Diplomacy and Protocol

## **Course Length:**

6 hours

## **Course Description:**

This course familiarizes elected officials with the elements of professional business etiquette and protocol including skills on how to make an entrance and work a room, handling introductions, remembering names, seating and dining protocol, and daily good will in the workplace. Participants will leave with a renewed sense of proper ways to handle business prospects and in general stronger skills in managing professional relationships related to etiquette and protocol enhancing the effectiveness of elected officials in complex environments.

## **Objectives:**

Participants will:

- Master the art of introductions
- Master the art of meeting and greeting
- Learn to mingle and work the room
- Learn the art of using e-mail and cell phones
- Learn the ABC's of Dining
- Dress for Success

## **AGENDA / Outline:**

8:30 – 8:45

### **Welcome and Overview**

*-Speaker*

- Review agenda
- Awareness quiz

8:45 – 9:15

### **Session 1 (topic)**

*-Speaker*

- Dining with Ease
- The ABC's of Table Manners
- Silverware Savvy
- Posture at the table
- Difficult to eat foods

9:15 – 10:00	<p><b>Session 2 (topic)</b>  <i>-Speaker</i></p> <ul style="list-style-type: none"> <li>• Napkins</li> <li>• Handling the knife and fork</li> <li>• Host/hostess duties</li> <li>• Toasting</li> <li>• Silent service signals</li> </ul>
10:00 – 10:15	<b>BREAK</b>
10:15 – 11:15	<p><b>Session 3 (topic)</b>  <i>-Speaker</i></p> <ul style="list-style-type: none"> <li>• Meeting and greeting</li> <li>• Shaking hands</li> <li>• Body language</li> <li>• Introducing yourself</li> <li>• Introducing others</li> </ul>
11:15 – 12:00	<p><b>Session 4 (topic)</b>  <i>-Speaker</i></p> <ul style="list-style-type: none"> <li>• How to work a room</li> <li>• Mingling like a pro</li> <li>• Cultures of other countries</li> </ul>
Noon – 1:00	<b>LUNCH</b>
1:00 – 2:00	<p><b>Session 5 (topic)</b>  <i>-Speaker</i></p> <ul style="list-style-type: none"> <li>• Telephone Savvy</li> <li>• E-mail etiquette</li> <li>• Cell phone etiquette</li> <li>• Written communications</li> </ul>
2:00 – 2:15	<b>BREAK</b>
2:15 – 3:00	<p><b>Session 6 (topic)</b>  <i>- Speaker</i></p> <ul style="list-style-type: none"> <li>• <b>Dressing for Success</b></li> <li>• Daily goodwill in the workplace</li> </ul>
3:00 – 3:20	<p><b>Discussion of Take-Home from the Course</b>  In what ways might you take what you’ve learned today to improve your city’s addressing the challenges?  <i>-Speaker</i></p>
3:20 – 3:30	<b>Evaluation and wrap-up</b>

