

HDTC Training Center

Provide

Technical proposal of the Training program

Protocol



Introduction

Protocol is an essential professional skill that supports effective communication, appropriate conduct, and professional representation in formal and business environments.

This two-day practical program provides participants with the knowledge and skills needed to understand protocol principles, professional etiquette, formal interactions, and appropriate behavior in different official and business settings.

Program Objectives:

- Understand the principles and importance of professional protocol.
- Apply appropriate etiquette in formal and business settings.
- Demonstrate professional behavior and communication.
- Manage official meetings, visits, and formal occasions effectively.
- Apply proper introductions, greetings, seating, and precedence rules.
- Handle protocol situations with confidence and professionalism.

Program Outlines:

★ Day 1: Protocol Fundamentals

- Introduction to Protocol and Etiquette
- Principles of Professional Conduct
- Greetings, Introductions, and Forms of Address
- Dress Code and Professional Appearance
- Seating Arrangements and Order of Precedence
- Business and Official Meeting Protocol

Practical Activities:

- Greeting and introduction simulations
- Seating arrangement exercises
- Professional etiquette role-play
- Formal meeting simulation

★ Day 2: Official & Business Protocol

- Hosting and Receiving VIPs and Delegations
- Official Visits and Ceremonial Protocol
- Dining and Business Etiquette
- International and Cross-Cultural Protocol
- Communication and Correspondence Etiquette
- Managing Protocol Challenges and Unexpected Situations

Practical Activities:

- VIP reception simulation
- Formal dinner/table etiquette exercise
- Delegation and official visit simulation
- Cross-cultural scenario role-play
- Protocol case studies and problem-solving exercises

Program Outputs:

- Apply professional protocol and etiquette standards.
- Conduct formal meetings and official occasions appropriately.
- Demonstrate professional appearance and behavior.
- Manage VIPs, guests, and official delegations effectively.
- Apply appropriate seating, introductions, and precedence rules.
- Handle different protocol situations confidently and professionally.

Target Audience:

- ❖ Government and Corporate Employees
- ❖ Protocol and Public Relations Officers
- ❖ Executive Assistants and Administrative Staff
- ❖ Managers and Team Leaders
- ❖ Event and Conference Coordinators
- ❖ Professionals who interact with VIPs, officials, and international guests

Program competencies and qualifications:

- Professional Protocol & Etiquette
- Professional Communication
- VIP & Guest Management
- Meeting & Event Protocol
- Cross-Cultural Awareness
- Professional Presence
- Interpersonal Skills
- Situational Management

Training methods:

- ✓ Technology-based learning.
- ✓ Simulation in Training.
- ✓ On-the-job guidance.
- ✓ Trainer-Led Training.
- ✓ Work Teams and Roles.
- ✓ Films and Videos.
- ✓ Case Studies and Workshops.