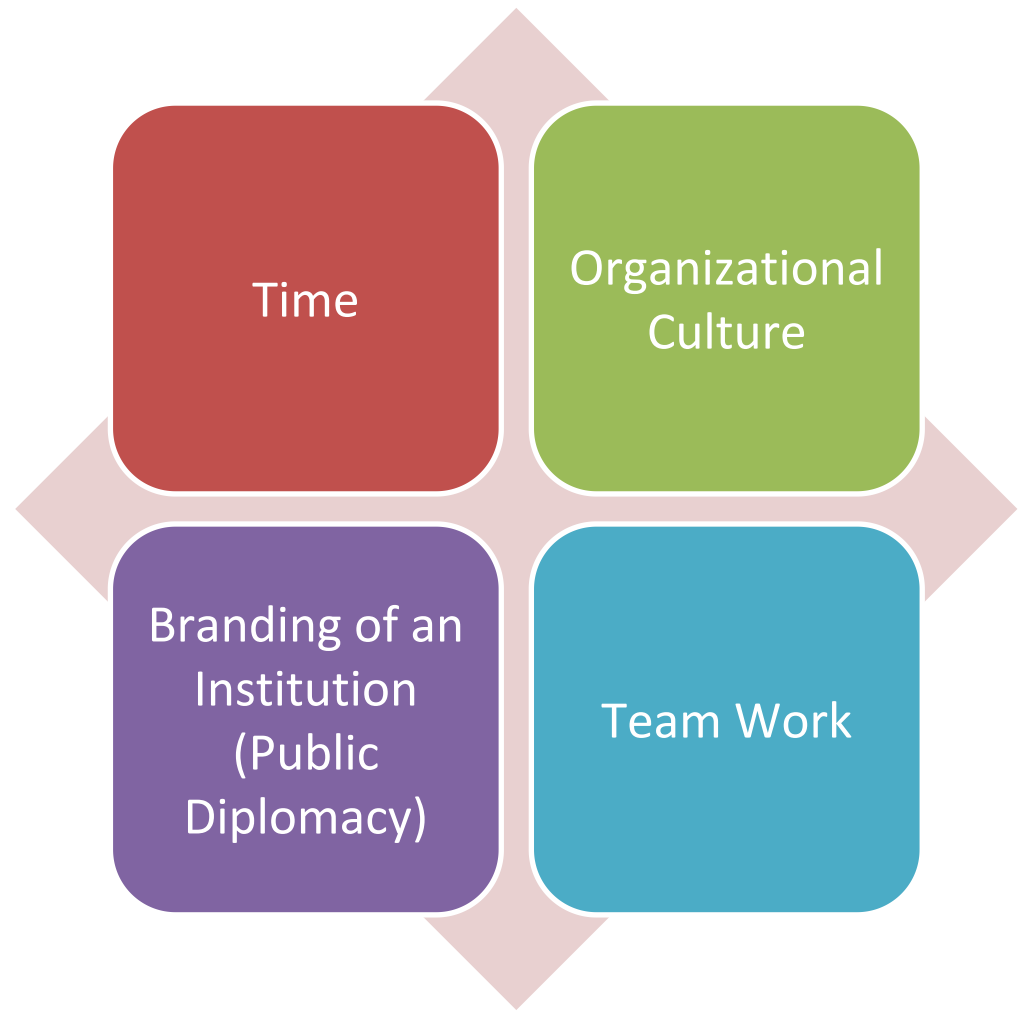


INTRODUCTION TO PROTOCOL

- **What is protocol?**
- Legal meaning- International agreement that amends a treaty e.g Kyoto Protocol
 - Diplomatic Meaning/ The intended meaning- Set of rules governing the formal occasion.
 - Set of rules/standards/procedures or rather formalities that govern state affairs as well as diplomatic functions.
 - *Protocol is good manners, common sense and respect*

Things To Observe in Protocol



Protocol at Public Events

- ❑ **Maintaining Order and Structure:** A protocol ensures a smooth flow of events by defining clear roles and the timing of events.
- ❑ **Seating and table arrangements:** order of seating is determined by rank and seniority to reflect hierarchy according to norms of formality.
- ❑ **Flag and symbols display:** Protocol dictates proper display of national symbols and flags according to guidelines ensuring respect and national standards.

- ❑ **Introduction and Recognition:** Protocol requires the correct introduction and acknowledgement of dignitaries and guest following a hierarchical order
- ❑ **Speech order and speaking time:** Protocol sets sequence of speaker, allocates time and maintaining the events schedule
- ❑ **Security and safety measure:** Government protocol involves planning and coordinating security details to protect dignitaries and attendees



“ ”

We are also going to have a session where we will teach you a bit of etiquette, sometimes we get embarrassed when senior people don't even know how to hold a spoon or fork

PRESIDENT WILLIAM RUTO





Elements of Personal Etiquette

- Defines the **do's and don'ts** in any civilised society
- Good manners, politeness and courtesies
- Correct usage of titles
- Dress code and self presentation
- Sitting arrangements
- Issues to avoid in a conversation or discussions
- Proper Table and Dinner manners

Rules of Courtesies and Politeness: Good Manners

- Manners are used every day to make a good impression on others
- To show consideration of others
- Being respectful of yourself and others
- Making people feel comfortable with your presence
- Choosing your words carefully
- Not speaking loudly

- Respecting others people's views
- Holding doors
- Jumping queue
- Not rushing things
- Keeping your word
- Don't Stare
- Respectful of ladies

**OCCASIONS
WHERE
PROTOCOL
IS
OBSERVED**

Conversations

Dressing

Dining

Departure arrangements

Courtesies

Formal Occasions where protocol is necessary

1. National Events
2. Formal Visits e.g Head of States etc
3. Receiving guests, delegations
4. Preparation of conferences
5. Preparations of official cocktails, lunches, dinners and state banquets

Why is protocol important in working places?

- It creates a destruction free environment
 - Protocol prevents unnecessary mistakes
 - It allows the elimination of unexpected problems
 - Protocol creates harmony and equality
-

Fundamental Rules of Protocol

**ORDER OF
SENIORITY**

**ORDER OF
PRECEDENCE**

**COMMON
SENSE**

ORDER OF SENIORITY

- Orderly hierarchical importance of ranking office bearers.
- Minister, deputy minister, permanent secretary , deputy permanent secretaryetc
- It is an orderly hierarchical importance of ranking of office bearers
- Derived from
- Age
- Scheme of Service
- Mixture of office bearers: e.g. Kings and Queens, Presidents, Heads of Government

Application of order of seniority

- Salutations
- Introductions
- Order of Speeches
- Convoys
- Group Picture



ORDER OF PRECEDENCE

- Orderly hierarchical structure of who preceded the other at entry point for a specified job criteria.
- *Order of precedence* is an orderly hierarchical structure of who preceded the other at entry point for a specified job criteria.

❑ The position of someone in the order of precedence is not necessarily an indication of functional importance, but rather an indication of ceremonial or historical relevance.

- Order of Precedence is derived from
- Oath
- Historical relevance and
- Presentation of Letters







Hand Shaking



Clenched hand-shakes should be light and brief not exceeding 5 seconds

Look straight into the eyes of the other person

The up and down movement should not exceed three times

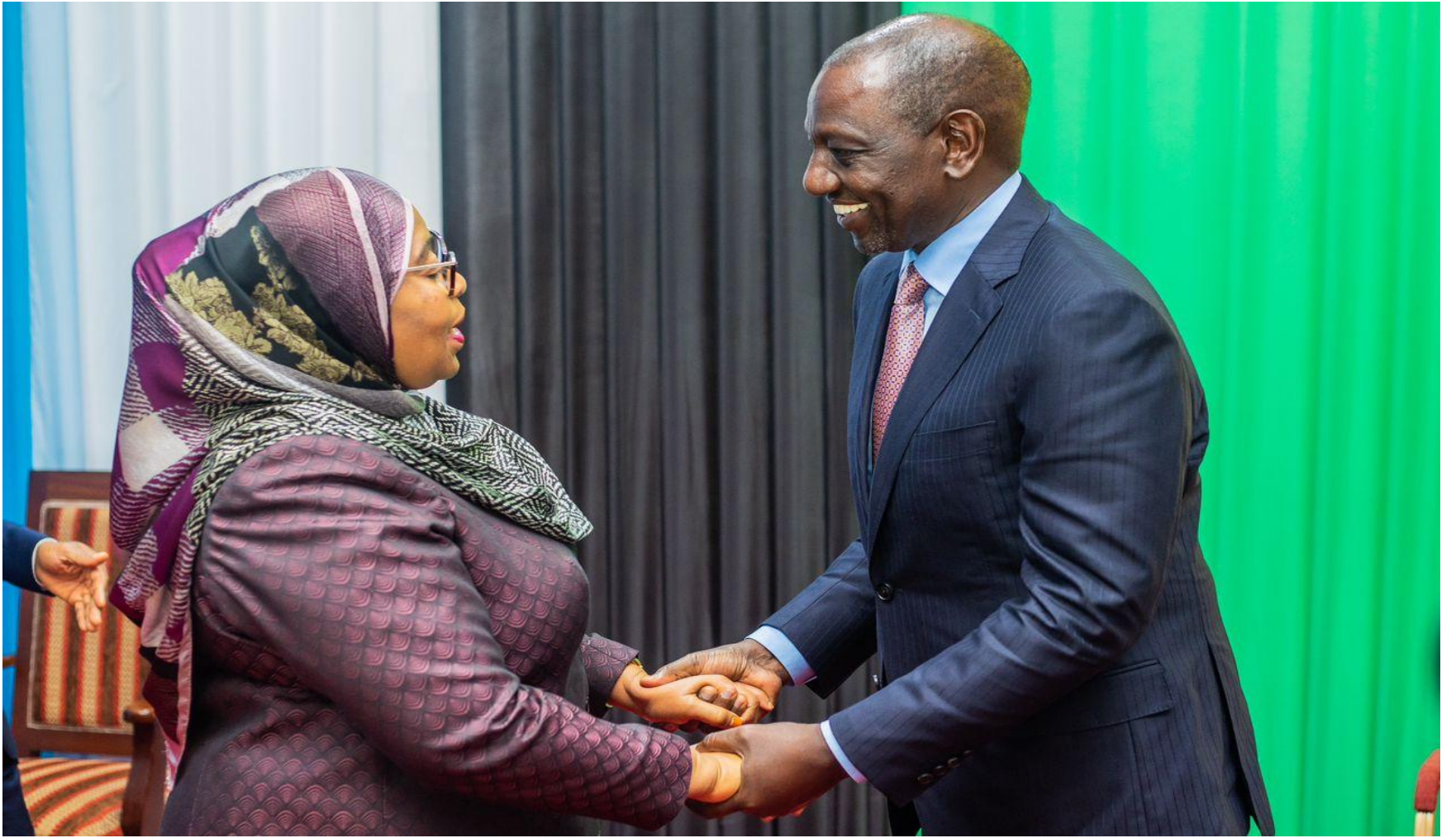
Be aware of the positioning of the other hand. In any case it should never be in your pockets, it must be visible to the other person.













Cont...



If it is a Queen's hand shake only finger tips of the other person should be touched

Crushing hand shake is normally used by soldiers

Avoid getting too close to the other person especially if the other person is from the opposite gender

Know when to initiate the handshake. Seniors should initiate the move by extending their hands

Overcome Social Anxiety Disorder (SAD)



Cont ...



Avoid asking: Haven't I seen you somewhere before?

Avoid being funny at first meeting

Stand and look someone straight in the eyes before shaking hands

Offer a greeting before and during the handshake

Shake hands in an up and down motion: vertically two to three times







Why should we not say (All protocols observed?)



It is clearly a lie because in reality the one who says it has not observed all protocols instead he/she has overlooked all values of protocols



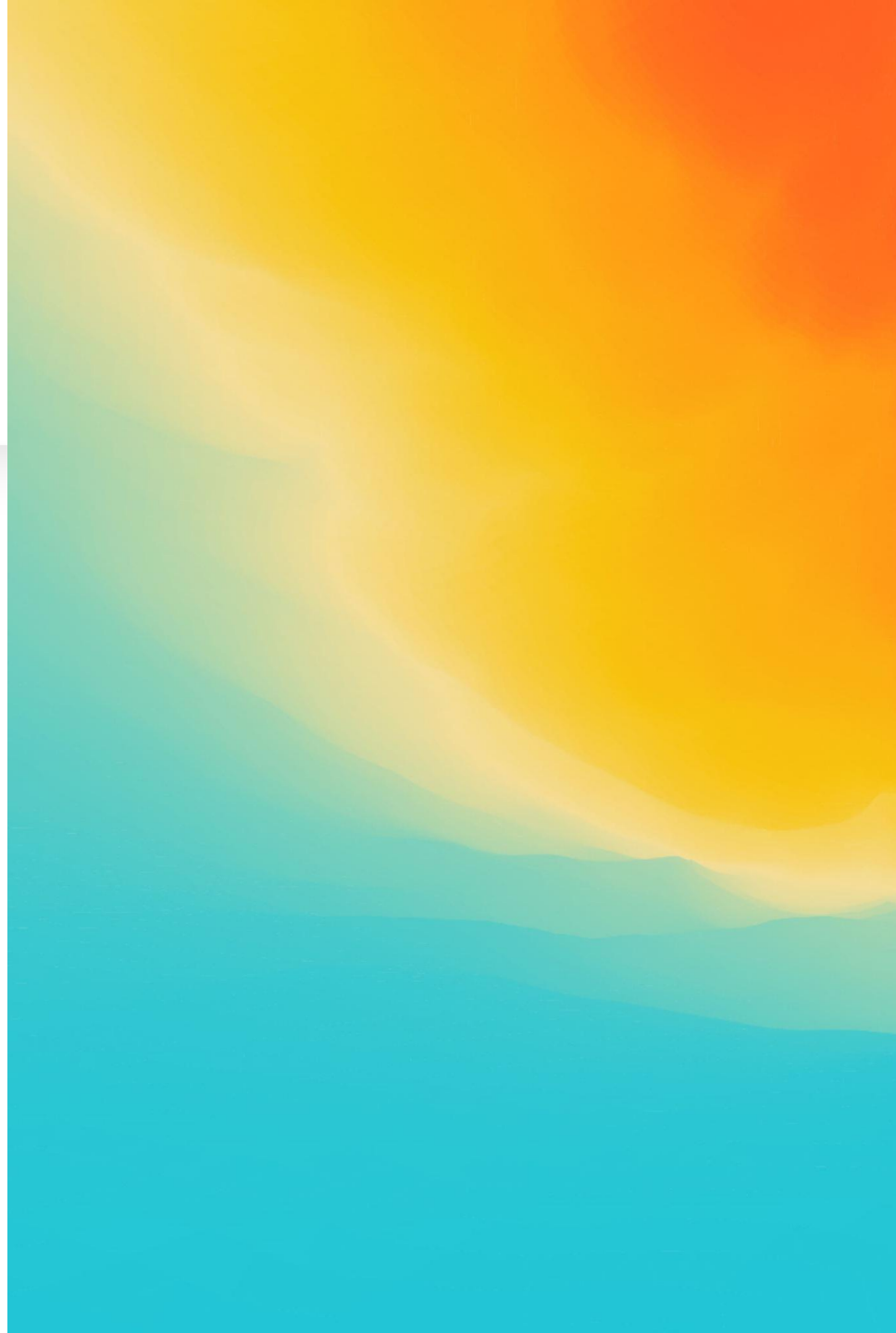
There are other ways of observing protocols without mentioning each dignitary present.



It is not necessary to use the such expression when protocol has indeed been observed

Dress and Tie Colors

- Reds are a power color, symbolizing wealth, strength, and passion.
- Blue is a calming, soothing color which radiates peace and tranquility.
- Yellow is a complex color. In the English language it has connotations of cowardice, But yellow is also the color of the sun, representing its radiance and vitality reflecting an outgoing and forthright personality



SPORTS ATTIRE



MAJALIWA ADDRESSING THE NATIONAL ASSEMBLY DODOMA



CULTURAL ATTIRES

DIPLOMACY HAS TOLERANCE FOR CULTURAL ATTITUDES.



**UNITED NATIONS GENERAL ASSEMBLY-
FORMER PRESIDENT TIJANI MUHAMMAD**













Dress and Tie Colors

- Black color is closely associated with very formal events. Very fancy gatherings or parties are often known as "black tie" events especially bow ties
- Black color is also used during mourning ceremonies
- The color green is seen as a symbol of rebirth and growth, and is a good way to project yourself as a team player





Cont...



Purple color shows self-confidence and helps to create lasting first impressions

Commonly used in interviews and first time to meet an important person

Pink color symbolizes romance, not to be used in official functions

It is often used for dates among lovers

ETIQUETTE

These are formal norms, rules and standards of correct and appropriate behavior that must be observed.

Etiquette may also be said to be a set of rules which have been accepted to be observed, respected and are expected by people present in a function for its smooth functioning.

Communication Etiquette

- **Effective communication is a cornerstone of success in workplaces.**
- **Whether you're collaborating on a project, leading a team, or interacting with clients and colleagues, the ability to communicate clearly and efficiently is essential for achieving goals and maintaining positive relationships.**
- **Effective workplace communication involves more than just conveying information; it encompasses both verbal and Non-verbal communications.**

Verbal Communication

Verbal communication is the use of spoken words to convey a message. It involves language, vocabulary, tone, and structure to communicate ideas clearly and effectively

Elements of Verbal Communication

- ✓ **Clarity** - *Using simple and clear language avoid Jargon terms.*
- ✓ **Tone** - *The emotion or attitude behind the words (friendly, firm, respectful).*
- ✓ **Pacing** - *Speaking at a speed that is easy to follow.*
- ✓ **Active Listening** - *Responding appropriately to what others say.*
- ✓ **Vocabulary** - *Choosing the right words for the audience and context*

Positive Language

- ❑ Use positive and constructive language. Instead of focusing on problems, emphasize solutions and opportunities for improvement.**
- ❑ Effective communication not only enhances productivity but also creates a positive and inclusive workplace culture. It fosters collaboration, reduces misunderstandings, and promotes teamwork.**
- ❑ Moreover, strong communication skills are valuable for career advancement, as they enable individuals to convey their ideas, influence decisions, and build strong professional relationships.**

Cont...

- **Avoid slang and controversial terms and speak clearly and professionally.**
- **Avoid personal and intimate conversations.**
- **Avoid sensitive subjects** (politics, religious beliefs, someone financial situation etc).
- **Respond promptly, if you cannot respond at time, indicate you will do so later.**
- **Be sensitive to foods with strong smells and aromas, if you have to eat at your desk, ensure it does not have strong odor.**

Voice and Vocabulary

- ❑ Your conversation and ability to communicate is enlivened by a *good vocabulary*, but it is also transmitted through the *voice*.
- ❑ A poor vocabulary will limit your ability to convey the message that you really mean.
- ❑ An *unpleasant voice* can distract the listener from even the most well-scripted message

Great Voice

- ❑ When you hear a great speaking voice, most likely that person:
 - ❑ Is easy to understand, with good expression
 - ❑ Speaks without (tension, pressure, anxiety), at a low, comfortable pitch (tone-high/low)
 - ❑ Projects eagerness with the voice, rather than fatigue or depression.
 - ❑ Has an unaccented, or lightly accented (emphasized/stressed), voice
 - ❑ Speaks at a controlled volume, neither too loud nor too soft
 - ❑ Has good pacing, neither too fast nor too slow

Small Talk

- ❑ It is unhurried (unimportant) conversation that is a prologue to serious business conversation.

When do you make small talk?

- ❑ While waiting (for your drink, your meal, other members of your party, for the meeting to start, etc.)
- ❑ Small talk is what persons say to each other to find common ground. It's how they get to know one another.
- ❑ Small talk allows people to connect without the threat of business decisions or tension.

Non-verbal communication

- ❑ Body language is defined as “gestures, unconscious bodily movements, facial expressions, etc., which serve as nonverbal communications or as accompaniments to speech.
- ❑ Your words can be neutralized, contradicted, or supported by your body language.
- ❑ 55% of someone’s impression of you is visual, 38% is presentation, and words account for only 7 % of the impact of your message.
- ❑ It’s not what you say, but how you say it, that makes the biggest impact

Body language

- ❑ **Leaning (on anything)** signifies laziness and a lack of power.
- ❑ **Lack of eye contact**, including looking away, rolling eyes, etc
- ❑ **Flailing arms or too large hand gestures—too distracting leg swinging or foot tapping**—signifies impatience.
- ❑ **Nail biting** signifies negative body language.
- ❑ **Standing up straight with good posture** shows confidence and authority & **Slouching/ bending** makes a leader unsure or distracted-signifies negative body language.
- ❑ **Facial features play** a big role in communication; Symmetrical faces signifies attractiveness, trustworthy, health and strength.

Eye Contact

- ❑ Look directly at the person when they speak and when you are speaking.
- ❑ To be a good listener, your eyes should say, “What you have to say is important to me.”
- ❑ When you’re the talker, your eyes should say, “What I have to say is really interesting.” Convey enthusiasm.

Eye Signals

- ❑ **The Business Gaze:** concentrates on the forehead, eyes and nose
- ❑ **The Social Gaze:** concentrates on the eyes, nose, and mouth
- ❑ **The Intimate Gaze:** concentrates on the mouth and lower

Winning against dislikes

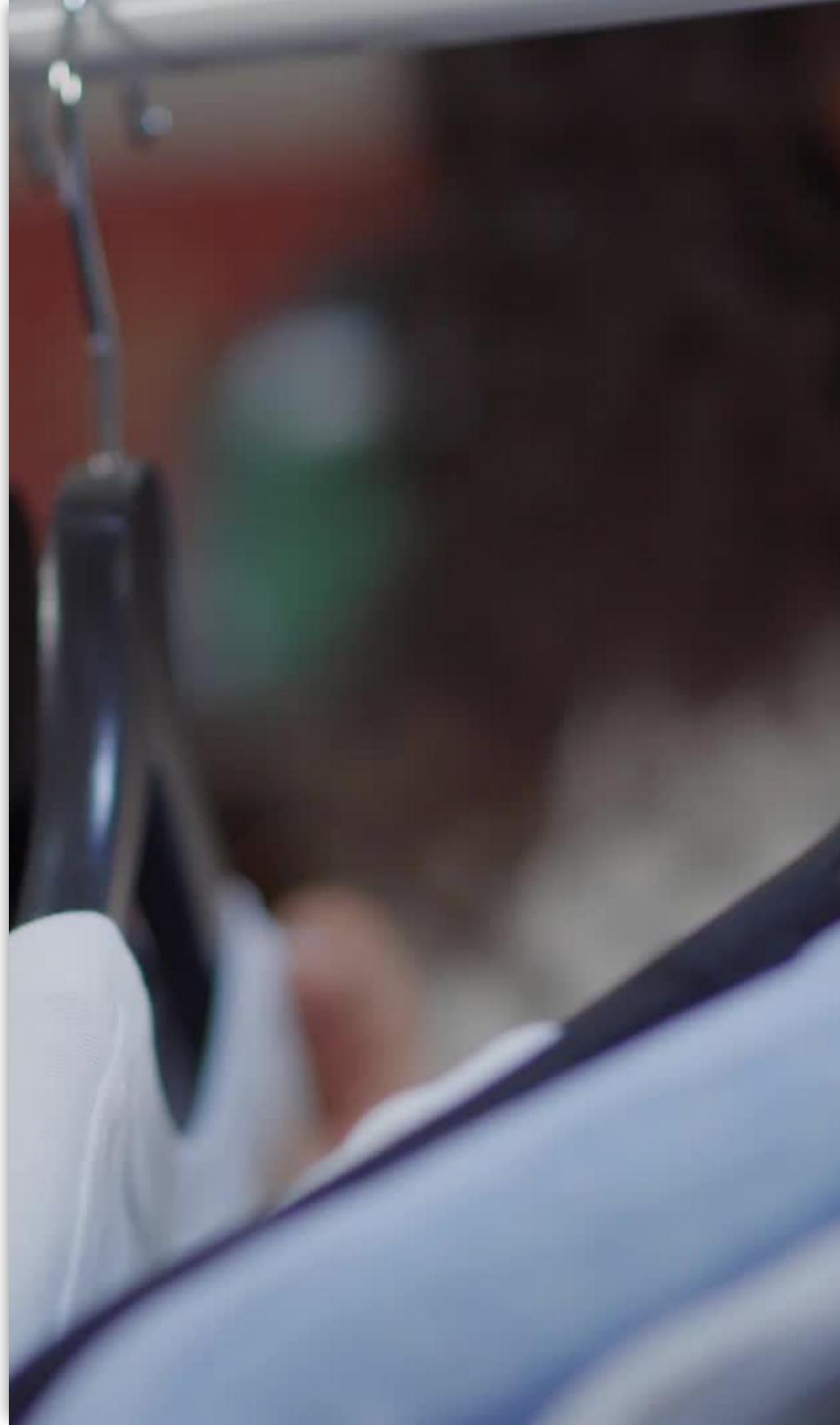
How to Win Over Someone Who's against You

- Find a point of agreement.
- Ask them to clarify their position.
- Suggest alternatives.
- Find something you like about what they do and compliment them. Be careful not to patronize.

General Etiquette

These include the following


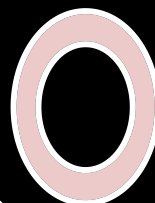
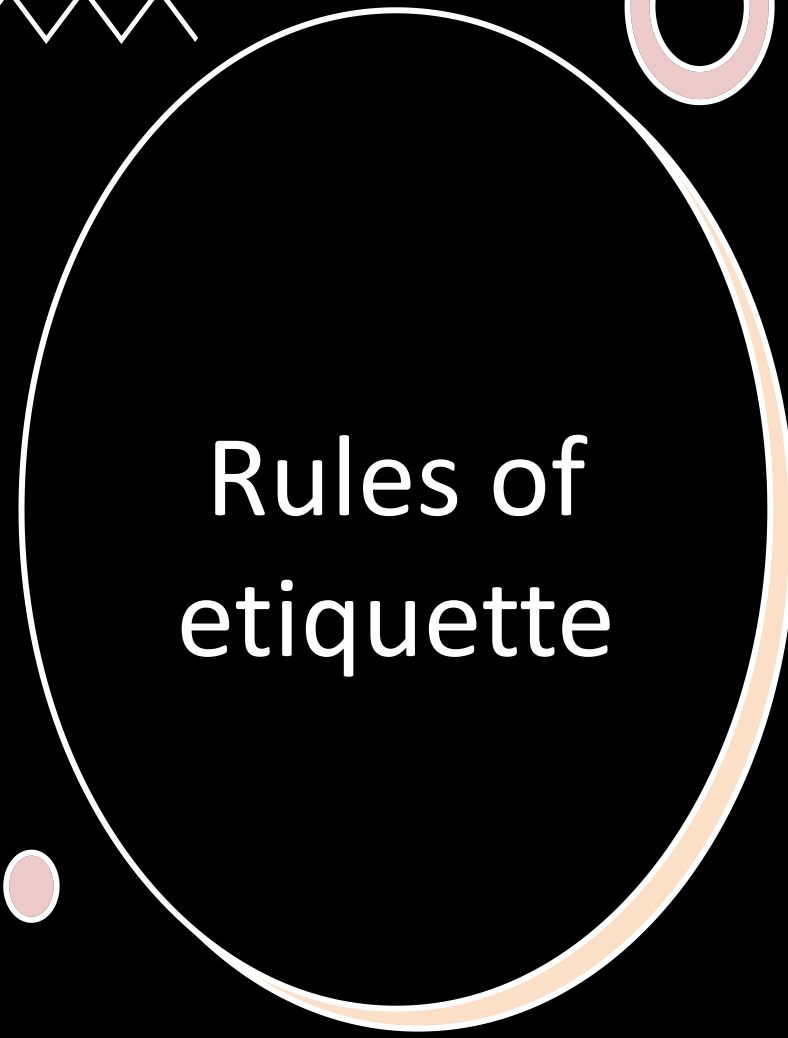

- Dress Code/Cleanliness/Make-ups.
- Punctuality/Respect time.
- Politeness
- Proper language
- Address people by their titles (**Proper Address**)



Cont...



- Greet people with warmth
- Avoid annoying your hosts or guests
- Make contribution to discussions **BUT don't dominate** them.
- Use appropriate jokes (You don't need to joke all the times)
- Table manners.



Rules of etiquette

- Treat others as you like to be treated
- Respect the privacy of other people without disturbing them
- Respect people bases on seniority and status
- Be tolerant and discrete to individuals
- Management of oneself
- Management of other people

NB: Good manners are practiced daily by most people: Protocol provides a set of rules prescribing good manners as recognized system of international



Conclusion

Protocol is necessary for everyone in a civilized world

Mwl. Gonde

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