

## INTERNATIONAL PROTOCOL AND ETIQUETTE

Protocol: is a code prescribing adherence to correct etiquette and procedures:

### These are the basic protocols to be observed anywhere in the world :

- ✓ Remembering and pronouncing people's names correctly
- ✓ Using appropriate rank and titles when required
- ✓ Knowing the local variables of time and punctuality
- ✓ Creating the right impression with suitable dress
- ✓ Practicing behavior that demonstrates concern for others, tact and discretion and knowledge of what constitutes good manners and ethics locally
- ✓ Communicating with intercultural sensitivity, verbally and non verbally
- ✓ Giving and receiving gifts and favors appropriate to local traditions
- ✓ Enjoying social events while conscious of local customs relative to food and drink, such as regarding prohibitions, the use of utensils, dining out and entertaining, and seating arrangements

A true cosmopolitan is well informed about the nuances of protocol, so as not to offend his or her international counterpart.

### Ask yourself following questions :

- ✓ What do you know about the country/city (major historical events/ heroes/ basic geography/ politics/ economy/ sports/ culture (writers/ painters/ musicians)
- ✓ What topics should you avoid (taboos)
- ✓ Find out common interests that you might share with your foreign counterpart outside work (maybe you share a similar passion for wine ? etc)
- ✓ Are you willing to learn the local language