

**Protocol Officer Training IDL** is a comprehensive twelve-week training of expert instruction, guided exercises and coaching that provides a thorough grounding in the fundamentals of operational protocol including V.I.P. visits, meetings, ceremonies and special events. Participants gain a broad understanding of functional business, government, and international protocol, as well as the expertise to confidently and appropriately apply protocol formulas in the most complex or critical situations. Strong personal leadership skill development balances this high quality curriculum, elevating the graduate's confidence, preparedness, and professionalism.

## COURSE OBJECTIVES

At the end of training, participant will:

- Identify the uses of precedence as a fundamental protocol tool.
- Identify key elements between social and business seating.
- Properly use Titles & Forms of Address.
- Apply flag precedence when displaying multiple flags.
- Define the Master Protocol Process and apply for all events.
- Identify the elements of cross-cultural communication.
- Identify appropriate gift giving practices.
- Apply the elements of the Guest Experience Cycle.
- Define legendary service and the methods of delivery.
- Apply rank vs. service precedence within the Military.
- Understand and feel confident using and applying dining etiquette principles.

## COURSE MATERIALS PROVIDED DURING CLASS

Please be prepared to access the following materials:

- Digital Certificate of Completion.
- The Protocol School of Washington Protocol Officer Training Digital Workbooks (2020), the Protocol School of Washington, South Carolina.
- Global Road Warrior Digital Subscription

## FIVE DESIRED OUTCOMES FOR PARTICIPANTS

1. **ASPIRATION:** Participant's aspiration to attain the high standard of the protocol profession as reflected in the Protocol Officer Portrait.
2. **LEARNING:** Gaining of protocol-related knowledge, skills and systems and the raising of confidence related to these gains.
3. **MANAGEMENT:** Understanding the use of the design and management of any protocol project/event.
4. **DEVELOPMENT:** Gaining of knowledge and plans for professional development that will lead to more effective leadership, emotional intelligence and protocol performance.
5. **CONFIDENCE:** The development of new levels of confidence and professional pride that comes from the learning and sharing during this week of the finest protocol training available in the world.

## GRADING

A 90 percent attendance rate is required of all participants and a 70% or above on all post-module quizzes. This course is strictly Pass/Fail. The Training Manager, in conjunction with the course facilitators, will observe and evaluate your participation, along with your quiz grades, to determine if you understand the material and if you pass or fail the course.

**CLOCK HOURS: 41.5**

**TEACHER-STUDENT RATIO: 1:24/max 1:30**

## GRADUATION

Upon completing Protocol Officer Training, you will have learned the skills to become a trusted advisor, an expert, and a recognized leader in planning and orchestrating V.I.P. visits, meetings, ceremonies, and special events. Certificates of Completion will be distributed to those students who have successfully completed the training.