

# STAY CONNECTED



## October/November 2020

*The Protocol School of Washington*



ENROLL TODAY! COURSE STARTS NOV. 5

## LAST ONLINE PROTOCOL OFFICER TRAINING CLASS OF 2020

Visit [www.psow.edu/online](http://www.psow.edu/online) to register.



## Last Protocol Officer Training Course Starts November 5

The last Protocol Officer Training class of 2020 begins on November 5. Limited seats for this live, online Instructor-Led Distance Learning course are available and we would love for you to join us.

Classes meet once per week from Nov. 5, 2020-Feb. 11, 2020 at 1:00 pm EST. Breaks are scheduled for the Thanksgiving, Christmas and New Year holidays.

To register, visit: [www.psow.edu/online](http://www.psow.edu/online). If you have questions, please email us at [info@psow.edu](mailto:info@psow.edu), call 1.877.766.3757, or use the "chat" feature on our website: [www.psow.edu](http://www.psow.edu).



### [Top 8 Benefits of Employee](#)

[Development.](#) Many studies show that companies that have dedicated employee training and development programs see not only a sharp increase in profits but also have a high level of staff retention, which is vital for sustained business growth. [Read more.](#)

### [Owning the Outcome: The Importance of Leadership Accountability.](#)

Korn Ferry CEO Gary Burnison explains why leaders have to hold themselves accountable, particularly during the pandemic. Responsibility is all *in the present*. Accountability is *after the fact*, which means owning the outcome—win or lose. [Read more.](#)



[Just Released:](#) PSOW President Pamela Eyring has been busy with interviews covering topics from entrepreneurship (with 2019 graduate [Jacqueline Baker](#)), to virtual meeting etiquette, to the protocol of hosting meetings during a pandemic. We have posted links to podcast recordings, presentation slides, and more on our website. Visit [www.psow.edu/blog](http://www.psow.edu/blog) to peruse the topics that most interest you.

[Hosting Successful Virtual Meetings.](#) We receive many inquiries each month about the business etiquette for virtual meetings. Here are the top 10 tips to help you be successful whether you're a host or guest for an online meeting. [Read more.](#)

[Click here for our training schedule.](#)



## PSOW GRADUATE SPOTLIGHT



*Jackie Dudley*  
Columbus, Georgia USA

Learn how PSOW graduate Jackie Dudley (Intercultural Etiquette and Protocol Trainer® Course, class of November 2019) adapted her etiquette and protocol consulting business to help others during the pandemic. Visit: [www.psow.edu/blog](http://www.psow.edu/blog) to read her full story.

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