

Intercultural Etiquette and Protocol Trainer is a comprehensive ten-week training providing expert, interactive instruction preparing participants to train others on intercultural etiquette, business protocol, executive entertaining, professional image and cultural awareness in both a face-to face classroom and live on-line Instructor-Led Distance Learning formats. In today's fast paced world, there is an unprecedented demand for expert training and guidance in etiquette and protocol.

COURSE OBJECTIVES

- Students will **recognize** current behaviors and accepted practices in protocol and etiquette.
- Students will **develop** intercultural sensitivity by examining what influences culture, learning their own cultural communication style and how to switch their style to bridge cultural gaps.
- Students will **demonstrate** training facilitation and presentation skills for imparting knowledge to others in both face-to-face and instructor-led distance learning modalities.
- Students will **identify** how to assess an organization's training needs and clearly outline the learning objectives and expected outcomes.
- Students will **identify** how to promote themselves as a credentialed trainer.

COURSE MATERIALS PROVIDED DURING CLASS

Please be prepared to access the following materials:

- Digital Certificate of Completion
- The Protocol School of Washington Digital Workbooks (2021), The Protocol School of Washington, South Carolina.
- The Protocol School of Washington eLearning lessons and workbook.
- The Protocol School of Washington How to Succeed in the International Arena® Presenter Manual, Workbook and PowerPoint Presentation (2021), The Protocol School of Washington, South Carolina.
- The Protocol School of Washington Outclass the Competition®: Business Etiquette & Dining Skills Presenter Manual, Workbook and PowerPoint Presentation (2021), The Protocol School of Washington, South Carolina.
- The Protocol School of Washington Dine Like a Diplomat® Presenter Manual, Workbook and PowerPoint Presentation (2021), The Protocol School of Washington, South Carolina.

COURSE MATERIALS PROVIDED DURING CLASS continued

- The Protocol School of Washington Business Protocol for Professionals Presenter Manual, Workbook and PowerPoint Presentation (2021), The Protocol School of Washington, South Carolina.
- The Protocol School of Washington The Power of Professional Presence Presenter Manual, Workbook and PowerPoint Presentation (2020), The Protocol School of Washington, South Carolina.
- Global Road Warrior Digital Subscription
- GlobeSmart® web tool on how to conduct business effectively in countries around the world - one year subscription; individual only.

GRADING

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

CLOCK HOURS: 40.5

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

GRADUATION

Students who have successfully completed Intercultural Etiquette and Protocol Trainer course are licensed to use The Protocol School of Washington's copyrighted materials to train others in a face-to-face classroom format and an Live Online Instructor-Led Distance Learning format. Digital Certificates of Completion will be distributed upon successful completion of the training.