

Protocol, Etiquette & Organisation of Official Interactions

Société de Formation et de Services Digitaux – TKAWEN

AUDIENCE Executives & managers	DURATION 04 days	LANGUAGES Arabic & French	CERTIFICATION Verifiable digital attestation (QR Code)
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Training objective

Acquire advanced skills in protocol, etiquette and the organisation of official interactions, through a practical approach enabling participants to engage with high-ranking figures and manage official events.

Training modules

1 The general framework of protocol and etiquette

Introduction to the fundamental concepts of protocol and etiquette across public and private sectors and their importance in managing professional relations.

2 Engaging with official and diplomatic figures

Best practices for managing interactions with senior officials, ministers, ambassadors and diplomatic figures.

3 Techniques for official administrative interactions

Mastering protocols to efficiently manage administrative exchanges with public and private institutions.

4 Protocol for official e-mails and phone calls

Optimising written and spoken communication in an official setting while respecting corporate norms and protocol.

5 Professional etiquette & managing official meetings

The know-how to organise and manage high-level official meetings and gatherings.

6 Organising economic, political & cultural events

Planning and executing major events while accounting for protocol and organisational aspects.

7 Protocol and etiquette for media interviews

Understanding protocol during media interactions and mastering the appropriate communication techniques.

8 Etiquette for banquets & official events

The rules and expected conduct at receptions, banquets and prestigious events with dignitaries.

Target audience

Executives, administrative managers, communication officers, event organisers, diplomats, and staff of public and private institutions.

Methodology

Theoretical training enriched with practical workshops, case studies, role-plays and real-world simulations.

Certification

Training Attestation issued by the Digital Training & Services Company – TKAWEN, digitally secured and verifiable online through a unique QR Code.



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