

**PROTOCOL AND DIPLOMACY, ADVANCED PROJECT MANAGEMENT
AND SECRETARIAL COURSE
TRAINING AND FACILITATION PROGRAMME**

TRANSFORMING WORK RELATIONS

5 Day Workshop

Venue

**The Capital Menlyn Maine Hotel, Pretoria, South Africa
194 Bancor Avenue, Pretoria, 0010, Gauteng**

DATES: 2nd – 6th September 2024



WHO SHOULD ATTEND?

- ✓ • Protocol Officers
- ✓ • Various Diplomats / Expatriates
- ✓ • Executive Personal Assistance [PA]
- ✓ • Executive Secretaries
- ✓ • Embassy Staff / Employees
- ✓ • Regional Staff, NGO's and NPO's
- ✓ • Office Supervisors and Assistants
- ✓ • International Coordinators/Representatives
- ✓ • All Office Support Personnel
- ✓ • Receptionist and Assistants
- ✓ • Assistant Directors
- ✓ • Business Managers

UPCOMING WORKSHOPS

23 – 27 September 2024

The Capital Menlyn Maine Hotel, Pretoria
194 Bancor Avenue, Pretoria, 0010, South Africa

14 – 18 October 2024

The Capital Menlyn Maine Hotel, Pretoria
194 Bancor Avenue, Pretoria, 0010, South Africa

11 – 15 November 2024

The Capital Menlyn Maine Hotel, Pretoria
194 Bancor Avenue, Pretoria, 0010, South Africa

2 – 6 December 2024

The Capital Menlyn Maine Hotel, Pretoria
194 Bancor Avenue, Pretoria, 0010, South Africa

Book Now:



+27 61 529 2291 or **Call** +27 74 210 9613 or **Email:** admin@leverainstitute.co.za
www.leverainstitute.co.za

5 DAY WORKSHOP OUTLINE

DAY 1

PROTOCOL AND DIPLOMACY INTERNATIONAL RELATIONS CONCEPT

- 📌 The international trade and monetary system
- 📌 Questions of war, peace and environment
- 📌 Foreign Policy in International relations
- 📌 International law, independence and equality
- 📌 International jurisdiction, treaties and alliances
- 📌 Role of non-state actors in international field
- 📌 The United Nations and Sub-organizations
- 📌 International Diplomacy – Theory and Practice
- 📌 Vienna Convention – provisions and principles
- 📌 The New Diplomacy - definition and history
- 📌 Public Diplomacy – strategies and approaches
- 📌 Israel and Palestine War Implications / Effects
- 📌 Role of the Third World Countries
- 📌 The history of protocol, policies and practice
- 📌 Protocol traditions and modern applications
- 📌 Diplomatic correspondence and communication
- 📌 Invitations and reminders – phone etiquette
- 📌 Diplomatic communications; professionalism
- 📌 Letters – Credence, Recall, Congratulations
- 📌 The challenges of digital diplomacy today
- 📌 Gathering principles of successful events
- 📌 Planning, procedures - bilateral/multilateral events
- 📌 Seating strategies and diplomatic precedence
- 📌 Meeting at airports and engaging delegates
- 📌 Protection principles and Humanitarian charter
- 📌 Global protection cluster and the role of HD
- 📌 International Relations – Globalization
- 📌 Protection of the LGBTQI and vulnerable women
- 📌 Protection of vulnerable children / mental health
- 📌 Protection of civilians in times of war / conflicts
- 📌 Protection in times of natural disasters / civil unrest
- 📌 Human Rights violations and relation to Humanitarian Diplomacy

DAY 2

HUMANITARIAN DIPLOMACY, NGO'S AND THE UNITED NATIONS' ROLE AND ACTION

- 📌 Decision making and problem solving
- 📌 Humanitarian Diplomacy definitions and explorations of the concepts
- 📌 Humanitarian Diplomacy in the 21st Century and why we need it now
- 📌 Humanitarian diplomacy and the vulnerable and disadvantaged groups
- 📌 Universal Declaration of Human Rights, international covenants, ICCPR Protocols
- 📌 Human rights generations and how states implement human rights
- 📌 Member states and their obligations under treaties
- 📌 The role of the NGO's on a global and local scale and reporting
- 📌 The United Nations role In humanitarian diplomacy – functions, goals and objectives
- 📌 State reports and other humanitarian mechanism

DAY 3

HUMANITARIAN NEGOTIATIONS

- 📌 Humanitarian negotiations and access to the target population
- 📌 Financial Negotiations with donors and suppliers
- 📌 Negotiation for cooperation from local communities
- 📌 Humanitarian negotiations and access to the target population
- 📌 Financial Negotiations with donors and suppliers
- 📌 Negotiation for cooperation from local communities
- 📌 General characteristic of a negotiation
- 📌 Bilateral, non-adjudicate, informal, confidential, flexible etc.
- 📌 Characteristics of non-state armed groups
- 📌 Needs of the armed group and communication – ethno cultural dimensions
- 📌 Negotiating the Non---negotiable
- 📌 Types of Negotiation – win –win without casualties
- 📌 Coordination Among Different Institutional Entities
- 📌 The negotiations will result in sub-optimal agreements;
- 📌 Different Types of Negotiations
- 📌 Direct versus Indirect Negotiation
- 📌 Dispute Resolution Mechanisms
- 📌 Types of constraints to humanitarian access



SECRETARIAL MODULES COVERED IN THIS PROGRAMME

DAY 4

PROJECT MANAGEMENT FUNDAMENTALS

- 📌 Key project management terms and definitions
- 📌 Project life cycle, scope and process
- 📌 Project planning methods and start-up
- 📌 Developing Work Breakdown Structure [WBS]
- 📌 Identifying Key Performance Indicators [KPI]
- 📌 Project monitoring and reporting methods
- 📌 Types of leaderships in project management
- 📌 Project deliverables, objectives and schedule

BUSINESS WRITING SKILLS AND CAREER DEVELOPMENT

- 📌 Business Writing: writing for your audience
- 📌 Staying on track with professional development
- 📌 How to write a good report – from research skills
- 📌 Writing effective and outstanding minutes
- 📌 Self-leadership – a partnership for success

EXECUTIVES DEALING WITH STRESS AND DEPRESSION AT WORK-PLACE

- 📌 Handling Stress and Depression with work-load
- 📌 Dealing with very difficult bosses and leadership
- 📌 Dealing with abusive bosses hitting on you
- 📌 Stress and depression from home to work and over workload from bosses in the name of “going an extra mile”

BLENDING IN WITH THE EXECUTIVE TEAM

- 📌 Maintaining continuous professional development
- 📌 Exploring the Virtual Assistant role
- 📌 The skill-set of the world-class “Chief Executive Assistant”
- 📌 Blending in by improving your leverage in the organization
- 📌 Using LinkedIn to develop your personal brand
- 📌 Working with individual work styles
- 📌 Dealing assertively with executives without causing offence
- 📌 Managing multiple executives: prioritising demands on your time

MANAGING YOUR EXECUTIVE'S TIME AND THE TEAM

- 📌 Managing your executive's time: a case study
- 📌 Diary management: techniques for creating more time
- 📌 Applying emotional intelligence when resolving issues with the team
- 📌 Team building and working together

DAY 5

UNDERSTANDING PROJECT MANAGEMENT PROCESSES

- 📌 The project management process
- 📌 Using a work breakdown schedule
- 📌 Creating a timeline event plan
- 📌 Project management full cycle

COMMUNICATION SKILLS

- 📌 Creating a timeline event plan
- 📌 Improving your written communication skills and body language
- 📌 Practicals – office and public Presentation Skills
- 📌 Verbally presenting your ideas to management
- 📌 Dealing assertively with managers without causing offence

ANALYTICAL THINKING & PROBLEM SOLVING STRATEGIES

- 📌 Problem Solving techniques
- 📌 The rules of negotiation and analytical thinking
- 📌 Talking in terms of the other party's interests
- 📌 Practicing win-win negotiation

INCREASING YOUR MANAGERIAL POTENTIAL

- 📌 You and your personal brand
- 📌 How to impress a new executive
- 📌 How to identify tasks that add value to your role
- 📌 Strategies for maximising your performance review scores
- 📌 Climbing the ladder and how to market yourself in the meetings
- 📌 Handling backstabbing in the meetings by expressing progress and solutions
- 📌 Blending in by improving your leverage in the organization
- 📌 Managing multiple executives: prioritizing demands on your time
- 📌 Presenting your ideas to management and improving our leverage in the organization



REGISTRATION METHODS

Email the completed registration form to:
admin@leverainstitute.co.za

TERMS AND CONDITIONS

Please note: Payment must be received before or on the day the event takes place or a confirmed government order number. Le Vera reserves the right to refuse admission where evidence of payment cannot be shown.

CONFIRMATION OF BOOKING

Please note: If you have not received confirmation in writing, of your booking before the event, please contact us on finance@leverainstitute.co.za to confirm that we have received your registration.

IF YOU CANNOT ATTEND:

If you cannot attend the event - (the below options need to be received in writing before the event):

- You may send a substitute delegate in your place, please inform the Customer Care Department of the new name for registration purposes. No additional charges will be applicable: Contact us: +27 61 529 2291 / +27 74 210 9613
- You may transfer at no extra charge to another event, provided you do so in writing at least 10 working days before the event
- You may cancel your registration, in writing within 10 working days before the event takes place. Cancellations inside of 10 days will be liable for the full fee
- Unfortunately, NO refund or credit can be allowed to delegates who do not attend without giving prior notice
- Registrations received during the 10 working days before the event date, will not be excluded from any terms & conditions. In the event of unforeseen circumstances Le Vera reserves the right to change the programme content, the speakers, the venue or the date. You will be notified no less than 4 working days prior to an event. Should the event be postponed, you will have the option to attend the next available date of the relevant event or an alternative event of your choice. The registration fee will be credited to the delegate/organization.
- Discounted Delegate Package: Training Venue, Breakfast, Lunch, Refreshments, Dinner, Corporate Gift, Course Notes, Manuals, Certificates, Parking

REGISTRATION PACKAGE

\$1,725 PER DELEGATE

Registration fee include: Certification, Training Venue, Folders, Breakfast, Lunch, Late Refreshments, Parking, Study Material and Manuals

FREE SHUTTLE

Delegates should send their Itinerary to our Shuttle Services

*Free Transport from the **airport at arrival and to the airport after the training***

&

DAILY FREE SHUTTLE to the Training Venue

LE VERA INSTITUTE BANKING DETAILS

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