DIPLOMATIC PROTOCOL

A paper presented by Ms. Tumpe Ndimbwa to TAPSEA Members during The Annual General Meeting.
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The objective of this presentation is to equip you with the understanding of the elements of Protocol.

The idea is to provide you with the protocol skills that can help you handle guests and visitors with the Tanzanian hospitality they deserve.
Protocol has many things.
It will take more than a day to discuss all of them.
What we will do is to select those issues which have relevance to your work. These are:

- What is Protocol?
- Matters in protocol
MEANING OF PROTOCOL

- **PROTOCOL**
  is an international culture whose formality is timeless irrespective of location or space.

  is a set of rules governing formal occasions.
The formal occasions include: national events such as
1. independence celebrations,
2. swearing of the president;
3. visits by Heads of States;
4. preparations for visits abroad by our national leaders;
5. receiving Head of State,
6. receiving delegations for conferences and meetings, preparations for Official Cocktails, Lunches, Dinners and State Banquets
For practical purposes protocol is about following correct procedures.

It is the art of ensuring that official (and unofficial) occasions, visits, meetings and functions are planned and conducted in accordance with a set of rules that are formally, socially and culturally accepted and expected by the parties involved.
Protocols specify the proper and generally-accepted behavior in matters of state and diplomacy,
Who is a Protocol Officer?

- Is a person who facilitates people to observe the international protocol culture including etiquette aimed at achieving the best results at every official function over time and space.

- A protocol officer should be able to observe and detect non-compliance of accepted set of rules and procedures for ceremonies and other official functions.
Qualities of a Protocol Officer:

Must have the following skills:

- Negotiating skills
- Skills to observe, analyze and report
- Skills to manage a situation
- Cross-cultural skills and Multilingual gifts
- Perfect personal appearances and conduct
- Decency and **presentable** in terms of physical appearance such as dress code, hair style etc.
Order of Seniority and Order of Precedence

What is important at any function/event is attendance.

- Attendance depends on invitation.
- Those who are invited are divided into two major groups: Ordinary people and Leaders.

- Order of Seniority and Order of Precedence involve the group of leaders.
- In a group of Leaders, there is an Order of Seniority and Order of Precedence.
Order of Seniority and Order of Precedence go with the leader’s position/post

- At any event/function, arrival arrangement, seating arrangement and departure arrangement are based on the Order of Seniority.

- The highest ranking official becomes number one and the lowest ranking official becomes the last.
Arrival arrangement is done in a ascending order: i.e. starting with the lowest ranking official and ending with the highest ranking official.

Departure arrangement takes a descending order.

The highest ranking official leaves first and the lowest ranking official leaves last.

Seating arrangement: the most senior will sit at the middle.
Cont..

- To his/her right will be no.2
- To his/her left will seat no.3
- This will alternate until they are all finished.
ORDER OF PRECEDENCE

- This is a way of ranking officials who hold the same title e.g. Presidents, Ministers, Ambassadors, Regional Commissioners, District Commissioners, etc.

- In a group of Presidents, the one who comes first is the one who took office before the others and the last will be the one who took office last.

- This is the same to a group of other titles
Order of precedence cont..

- Kings and Queens are always senior to Presidents and Prime Ministers regardless of their age and who they became Kings and Queens.

  Example: King Mswati is senior to President Mugabe.
It should be noted that the position of someone in the order of precedence is not necessarily an indication of functional importance, but rather an indication of ceremonial or historical relevance.

In diplomacy order of precedence depicts date and time of presentation of Letters of Credence to the relevant authority in the Receiving State.

All State functions will abide to the order of precedence especially in sitting arrangements and should never be overlooked.
Errors made by a protocol officer with respect to order of precedence are grave because failure to recognize or honor the appropriate rank and order of precedence of a guest is equal to an insult to his position and the country represented.
DIPLOMATIC ETIQUETTE

- These are formal norms, rules and standards of correct and appropriate behavior that must be observed. These are:

1) Dress Code/Cleanliness/Make-ups.
2) Punctuality/Respect time.
3) Politeness
4) Proper language
5) Treat others as you like to be treated
6) Respect people bases on seniority and status
7) Address people by their titles
8) Greet people with warmth
9) Avoid annoying your hosts or guests
10) Make contribution to discussions BUT don’t dominate them.
11) Use appropriate jokes.
12) Table manners
THANK YOU...!!!
COCKTAILS, LUNCHES, DINNERS, STATE BANQUETS

- Cocktails, lunches and dinners.
- These are organized all the time.
- Some of them are formal and others are informal.
- What is important in all of them is the attendance of invitees.
AT THE TABLE

• Seating arrangement should follow order of seniority and order of precedence.
• Many timer name tags are placed whether invitees are supposed to sit.
• Do not swap/change name tags to suit your seating preference.
• Sometimes a table map is displayed to show who sits where.
• It is important to familiarize yourself within the table map.
• MENU CARD: Read it in advance if it is available. It will help you to know what will be served.
• If there is something that you don’t eat it will help you to ask a replacement
It is to your advantage to know how to use the crockery at the table; napkins, plates, spoons, forks, knifes, glasses.

It is important also to know which are yours and which are not.