

March 2019

Dear Friends,

We are delighted to share with you The Diplomatic Academy of the Caribbean's (DAOC) newsletter for March 2019. In this issue we highlight a Customised Training Module "Protocol, Diplomacy and Business Etiquette: A Guide for the Modern Professional" delivered to officials and public servants of the Government of Montserrat.

Customised Training Module delivered in Montserrat

"Protocol, Diplomacy and Business Etiquette: A Guide for the Modern Professional"



Graduates of the Customised Training Module "Protocol, Diplomacy and Business Etiquette: A Guide for the Modern Professional" including Ms. Daphne Cassell, Permanent Secretary, Office of the Premier, Montserrat pose with Module Facilitators Ms. Gail Guy, retired Diplomat and Protocol Consultant and Mr. Dennis Francis, Former Ambassador of Trinidad and Tobago and DAOC Project Assistant Ms. Zara Weekes-Rhyzer

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In February 2019, The Diplomatic Academy of the Caribbean took its Protocol Training expertise to Montserrat. From 19th to 22nd February, Twenty-Two (22) professionals from the public and private sector, including Mrs. Daphne Cassell, Permanent Secretary, Office of the Premier, and Ambassador Debra Lewis, Director, External Affairs, OECS Commissioner & CARICOM Ambassador, were exposed to the fundamentals and practical skills of protocol, diplomacy and business etiquette. The Facilitators, Ms. Gail P. Guy, Retired Diplomat and Protocol Consultant, and Mr. Dennis Francis, Former Ambassador of Trinidad and Tobago, delivered an outstanding training programme, specifically customised to the needs of the Montserratian context.

At the Opening ceremony, the Honourable Lyndell Simpson, Deputy Governor, then expressed her passion for professionalism and highlighted the relevance of business etiquette to achieving and sustaining positive internal and external relationships. Her Excellency noted that Montserrat hosted an unprecedented number of regional and international events in 2018, and highlighted the importance of developing a cadre

of professional staff trained in protocol, diplomacy and business etiquette. This, she asserted, would allow for smoothly planned and executed events, ensure nuanced and sensitive approaches to international business operations and raise overall standards of professionalism in the public service.



The Honourable Lyndell Simpson, Deputy Governor, Montserrat delivers remarks at the Opening ceremony of The DAOC's Customised Protocol Training Module

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Finally, Her Excellency passionately affirmed that Montserrat's small geographical size is not and cannot be viewed as a limitation but rather an impetus to strive to operate at international standards.



At the podium: Ambassador Debra Lewis, Director, External Affairs, OECS Commissioner & CARICOM Ambassador.
From left: Mrs. Daphne Cassell, Permanent Secretary, Office of the Premier; Mrs. Cheverlyn Williams-Kirnon, Chief Human Resources Officer (Ag); The Honourable Lyndell Simpson, Deputy Governor, Montserrat; Ms. Zara Weekes-Rhyzer, Project Assistant, DAOC; Ms. Gail Guy, retired Diplomat and Protocol Consultant; Mr. Dennis Francis, Former Ambassador of Trinidad and Tobago

Mrs. Cassell delivered welcoming remarks and pointed out that the Government of Montserrat hosts several regional and international workshops and conferences, and plays a key role in planning national events. This was therefore an opportune time for Protocol and Diplomacy training to sharpen the knowledge and skills of Montserrat's professionals. Mrs. Cassell expressed the hope that the group to be trained would be a 'nucleus' for promoting the best practice of protocol rules and standards across the public and private sectors.

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Participants of the Training Module pose with The Honourable Lyndell Simpson, Deputy Governor, and other distinguished members of the head table after the Opening ceremony

Furthermore, Mrs. Cheverlyn Williams-Kirnon, Chief Human Resources Officer (Ag), underscored the mandate of the Human Resources Management Unit (HRMU) to provide opportunities for continued growth and development, and encouraged participants to draw on the skills of the facilitators, and immediately put into practice and share what would be learnt.

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Ms. Weekes-Rhyzer, Project Assistant, DAOC, delivered greetings on behalf of Professor Jessica Byron, Director, Institute of International Relations (IIR). She expressed pleasure at partnering with the Government of Montserrat and commended the Office of the Premier for its foresight in arranging protocol training for its officials. She emphasised the aim of the Academy to fill a void in diplomatic training in the region and recognised the ability of small states to assert themselves in global affairs, before emphasizing the far-reaching implications of protocol and diplomacy for professionalism.



Ms. Gail Guy addresses participants of during a Training session

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The training programme, through presentations, group activities and simulation exercises, was designed to give participants an in-depth understanding of the fundamentals of Protocol and Business Etiquette; practical skills in organising events with careful attention to detail; enhanced ability to represent oneself and one's organisation; greater sensitivity to nuances in a multicultural environment. It covered topics such

as the Concepts of State Protocol, Etiquette and Business Etiquette; Event planning; Forms of Address, Guidelines for the use of National Symbols, and dealt with the specific context of Montserrat as an Overseas Territory of the United Kingdom of Great Britain, Northern Ireland and her Overseas Territories.



Group work in progress

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The Honourable Lyndell Simpson, Deputy Governor, partakes in a luncheon at the Closing ceremony with the Facilitators, DAOC Project Assistant and HRMU representative



Mr. Dennis Francis presents Ambassador Debra Lewis with her Certificate of Training

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Mrs. Daphne Cassell presents tokens of appreciation to the Facilitators on behalf of the Office of the Premier

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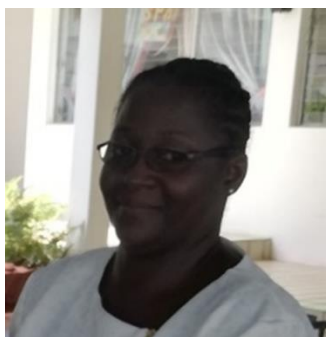
Testimonials from the Customised Training Module “Protocol, Diplomacy and Business Etiquette: A Guide for the Modern Professional” held in Montserrat



“...the workshop on Protocol, Diplomacy and Business Etiquette...was extremely informative and fun. Without a doubt, the class size and level of participation illustrated ... the importance of this topic to the Public Service and the wider community. The Diplomatic Academy of the Caribbean is an excellent organization.... The positive responses to the workshop are a reflection of your Academy's acceptance and credibility within the field...”

Mrs. Daphne Cassell

Permanent Secretary, Office of the Premier, Montserrat



It is with a heartfelt gratitude that I express my appreciation for being selected to participate in this prestigious course. The wealth of knowledge shared by the tutors is beyond that which words could express. I know that it has changed my life and the level of service I extend to the public.

Again thanks to the Tutors and staff of the The Diplomatic Academy of the Caribbean for a course well put together.”

Jacqueline Campbell

Police Constable 4, Royal Montserrat Police Service-RMPS, Montserrat



The professional manner in which the sessions were conducted lends credence to the vast knowledge and experience which the facilitators possessed.

Indeed, I have learnt how to deal with difficult situations and also the professional manner in dealing with diplomats. Both the theoretical and practical parts of the session were most enjoyable. I would like to commend the facilitators for a job well done.

O'Cathma Thornhill

Consular Assistant, Office of the Deputy Governor, Montserrat

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LOOK OUT FOR...

World Trade Organization Regional Trade Policy Course (WTO RTPC)

June 3rd to July 26th, 2019

If you are interested in any of our training modules, events or our Customized In-House Training Programme, or require any general information, please contact us at: DiplomaticAcademy@sta.uwi.edu | 868-662-2002 ext. 85362; 85360; 85359; | <http://sta.uwi.edu/daoc>

