

**PROTOCOL & DIPLOMACY: A GUIDE FOR THE MODERN PROFESSIONAL October
14th - October 17th, 2019**

Dr. Nand Bardouille, Manager of the Diplomatic Academy of the Caribbean

Ms. Gail P. Guy, Lead Facilitator, Retired Diplomat and Protocol Consultant

Mr. Dennis Francis, Former Ambassador of Trinidad and Tobago

Esteemed participants

Ladies and gentlemen

Good morning

It is with great pleasure and honour that I bring you greetings and remarks on behalf of Professor Jessica Byron, Director of the Institute of International Relations who is unable to be present with us today.

I would like to welcome you to the University of the West Indies and in particular, to the Institute of International Relations and the Diplomatic Academy of the Caribbean.

Since 2014, the Academy has offered 12 protocol modules here as well as in other Caribbean countries – Jamaica, Barbados, Antigua and Barbuda and Montserrat. In addition, the Academy has provided customised in - house training for several private organisations. Five-plus years since this module was

first offered by the Diplomatic Academy, interest in this signature training module remains high.

I must express how pleased I am to see so many of you and such a diverse group of participants with a wide range of backgrounds and experiences in this training exercise – public, private and non-profit sector stakeholders, including from academia and the military. This attests to the wide area of interest in this area of training.

That there are more than 25 participants in this latest iteration of 'Protocol and Diplomacy: A Guide for the Modern Professional', a staple in the catalogue of DAOC module offerings, demonstrates the Diplomatic Academy has carved a niche and, amongst its stakeholder community, it has a well-deserved reputation that is second to none with regard to the delivery of knowledge and applied skills in this discrete area of modern diplomacy education.

The IIR and the Diplomatic Academy are therefore particularly pleased to be engaged in this very important area of training and developing capacity via these short modules and longer academic courses and programmes.

Having a good understanding of protocol and soft skills is invaluable in corporate and diplomatic settings and indeed in every sphere of life. Soft skills are becoming increasingly important across industries and work environments. In recent years, the jobs requiring social interactions have increased relative to jobs requiring hard skills. In the area of diplomacy, the need for softer skills is growing considering globalisation. Not only is it important as diplomats and other professionals interact with other cultures but also there is so much at stake for negotiations and interactions in this competitive global environment.

To a far greater extent than in the past, we all are part of academic and/or practitioner contexts that are subject to ever-increasing interdependence at the local, national, regional and global levels. Such complex interactions have the potential to be a major driver of our success, but realizing this potential hinges in large measure on a solid command of key dimensions of protocol and diplomacy.

Your facilitators, Ms. Gail Guy and Mr. Dennis Francis have offered stellar course materials for this module. They have over 40 years of international experience and diplomatic expertise grounded in Caribbean reality. So they have much to offer you in this sphere. I wish to thank them for offering their services and equipping the next generation in this important area of training.

I would like to urge you to take full advantage of the training. I hope that at the end of this exercise you will be equipped, or your skills will be sharpened that you will be able to apply what you have learnt as well as navigate with greater confidence situations at work and further afield.

I now leave you in the competent hands of your facilitators, Dr. Bardouille and his team and wish you a very productive and engaging experience.

I hope you enjoy the next four day with us,

I wish to acknowledge the Office of Graduate Studies and Research for their support of this training module.

In closing, I would like to thank IIR and DAOC secretariat staff for their professionalism in and dedication to organizing the module, which forms part of the DAOC's build-out of a demand-driven, results-oriented agenda and work programme in the context of the "big picture" of moving ahead with a roadmap for renewal.

Thank you!