

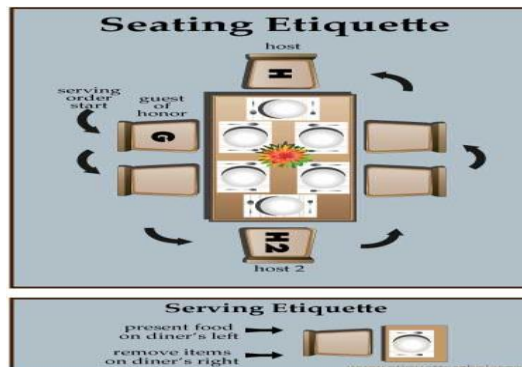
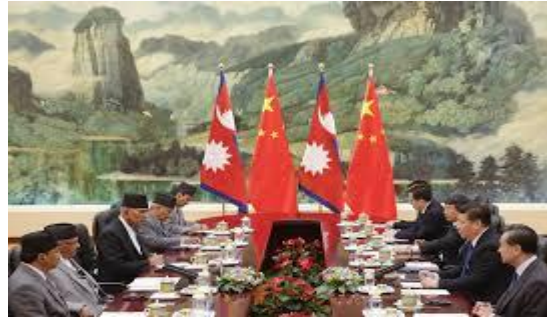
Diplomatic Etiquette and Protocol

By

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24 Jeth 2080

Diplomacy in Pictures



Summary

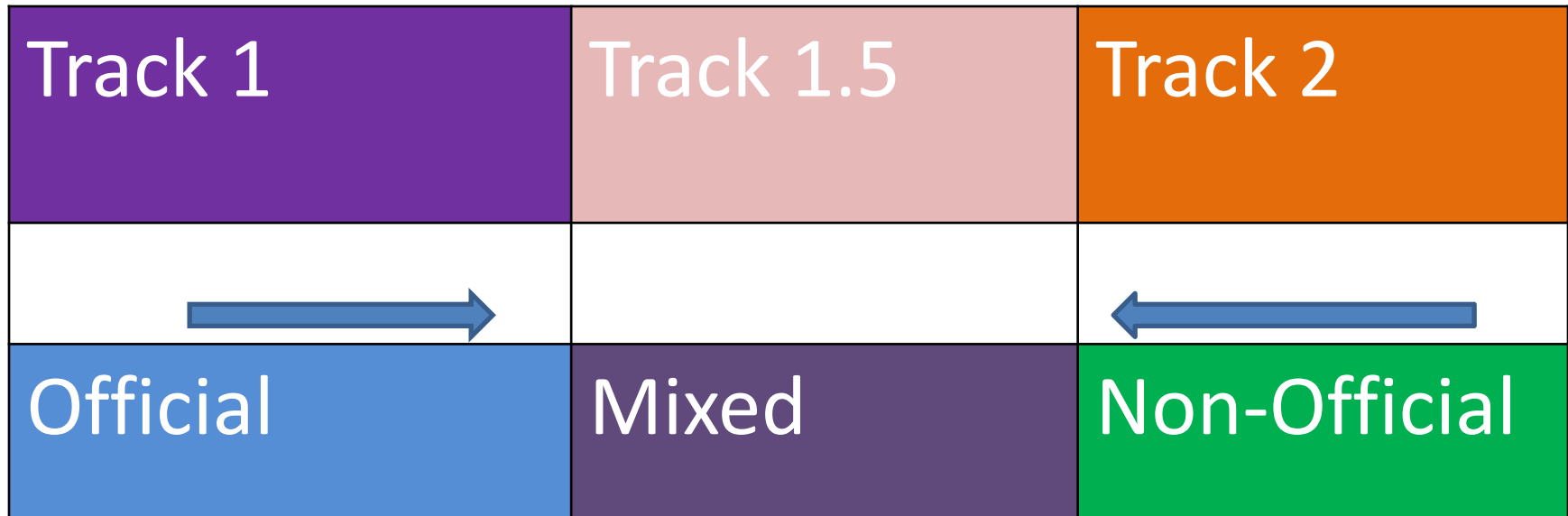
- ❖ **Introduction**
- ❖ **Diplomatic Etiquette and Protocol**
- ❖ **Origin of Some Etiquette Rules**
- ❖ **Quiz**
- ❖ **Diplomatic Faux Pas (Video)**
- ❖ **References**

Introduction

Introduction: Diplomacy

- ❖ Diplomacy is what diplomats do (Verbeke, 2023).
- ❖ Diplomacy is the application of intelligence and tact to the conduct of official relations between the governments of independent States (Roberts & Satow, 2018).
- ❖ Diplomacy is an important means by which states pursue their foreign policies (Berridge, 2022).
- ❖ Diplomacy is the art of telling people to go to hell in such a way that they ask for directions (Winston S. Churchill).
- ❖ In general, diplomacy is an art of negotiation, communication and tool of perusing goal of foreign policy.

Dimension of Diplomacy



- ❖ Track 1 Diplomacy: Government Level
- ❖ Track 1.5 Diplomacy: Mixed (Government/Private Sector/People)
- ❖ Track 2 Diplomacy: Private Sector/ People

Introduction: Diplomat

- ❖ Every agency of the government deal with the foreign counterparts and international agencies, (from agriculture to aviation, water resources to wildlife, trade to tourism, etc).
- ❖ MoFA no longer is an exclusive external channel
- ❖ We all are a kind of diplomat when we deal with foreigners
- ❖ The diplomat needs to acquire all the normal attributes of his compatriots who are successful businessmen, administrators or civil servants.
- ❖ Diplomat needs an added dimension: specialist knowledge, professional skills and personal qualities

Added Dimension of Diplomat

Specialist knowledge	Professional skills	Personal qualities
<ul style="list-style-type: none">❖ Know own country❖ Know other countries❖ Know other cultures and other societies❖ Know people, and be genuinely interested in them❖ Know diplomatic etiquette and protocol	<ul style="list-style-type: none">❖ Skill in negotiating and in day-to-day diplomacy❖ Skill in observing, analyzing and reporting❖ Skill in representation❖ Skill in the management of a mission❖ Skill in communication❖ Cross-cultural skills	<ul style="list-style-type: none">❖ Political awareness❖ Personal warmth and acceptability❖ Intellectual curiosity and the drive to go on learning❖ Intellectual versatility❖ Leadership❖ Common sense❖ Good manners

Source: R.G. Feltham, Diplomatic Handbook

Ceremonials

- ❖ Appointment of Ambassadors (Career and non-career)
- ❖ Arrival of foreign diplomats
- ❖ Presentation of letter of credence
- ❖ Order of precedence
- ❖ High level visits
- ❖ Diplomatic Corps- headed by a Doyan or Dean

(Managed by Protocol Division/Section in the Ministry of Foreign Affairs)

Order of Precedence of Diplomats

1. Ambassador/High Commissioner Extraordinary and Plenipotentiary
2. Ministers Plenipotentiary
3. Ministers Chargé d'Affaires ad hoc
4. Charge d' Affaires ad interim
5. Minister-Counselors
6. Counselors (or Senior Secretaries in the absence of Counselors)
7. Army, Naval and Air Attachés
8. Civilian Attaches not in the Foreign Service
9. First Secretaries
10. Second Secretaries
11. Assistant Army, Naval and Air Attachés
12. Civilian Assistant Attaches not in the Foreign Service
13. Third Secretaries
14. Assistant Attachés
 - » Local/General Service Staffs

Diplomatic Etiquette and Protocol

Diplomatic Etiquette

- ❖ Rules of politeness and compassion
- ❖ Customary code of social behaviour
- ❖ Norms governing politeness
- ❖ Reflect the respective cultures and traditions
- ❖ Kindness and Consideration of Others
- ❖ Good Manners
- ❖ Thoughtfulness
- ❖ General Courtesy

Diplomatic Protocol

- ❖ A set of standard international courtesy rules.
- ❖ Set of formal rules and customs that govern behavior and interactions among diplomats, dignitaries, and officials of different nations.
- ❖ Rules associated with formalities, ceremonial events and official occasions involving nations and their representatives.
- ❖ Code of conduct and behaviour governing diplomacy and affairs of the state.
- ❖ Ensure that diplomatic engagements are conducted with respect, decorum, and professionalism.

Etiquette vs Protocol

Category	Etiquette	Protocol
Similarity	The rules and conventions governing correct or polite behavior	
Objective	To produce polite, respectful people	To produce polite, respectful officials and diplomats
Differences	<ul style="list-style-type: none">• Rules of niceties• Vary/Depend on culture	<ul style="list-style-type: none">• Standard set of behaviour• Uniformity
Practice	People/society	Specific to Government officials/diplomats

Source: Collected by DB Paudel

Diplomatic Etiquette and Protocol : Key Aspects

- (1) Dress code**
- (2) Greetings**
- (3) Titles**
- (4) Meetings**
- (5) Table manners**
- (6) Netiquettes**
- (7) Gift protocol**
- (8) Flag protocol**
- (9) Car protocol**
- (10) Miscellaneous**

Dress Code

Dress Code

- ❖ Generally as informed on the invitation card
- ❖ White tie dinner (most formal with decoration, popular in Britain, with bow tie), coat has a tail; state banquets need to be attended with white tie dress code, (white tie for men and a floor length ball gown for women.)
- ❖ "Black Tie: Formal wear may be worn at the most formal dinners and evening affairs. (bow tie with black suit)

(Black tie is generally not worn in the daytime. (It is worn only in expression of condolence, especially on the occasion of the death.)

- ❖ Formal Nepali dress can be used by Nepali official instead of “white tie” or “Black tie”.

Dress Code

- ❖ Varies according to country and event.
- ❖ Women should be particularly mindful of conservative dress rules, such as sari, jeans, skirt length, low necklines, and having one's arms covered.
- ❖ It is always better to be too dressed up than too dressed down.

Dress Code: White Tie



Dress Code: Black Tie



Dress Code: Funeral



Greetings

Greetings

- ❖ Namaskar: In Nepal or elsewhere we may do Namaskar first and shake hand later or shake hand straight away
- ❖ Handshakes: hand shakes should be firm with men and less firm with ladies
- ❖ Kissing: Cheek kissing is a ritual or social kissing gesture to indicate friendship, perform a greeting, to confer congratulations, to comfort someone, to show respect, or to indicate romantic interest.
- ❖ Cheek kissing is very common in Southern, Central and Eastern Europe, the Mediterranean, the Middle East and Latin America. It is not as common in English-speaking Canada and the United States, Asia and Northern Europe.
- ❖ Hugging: In Arab/Muslim cultures
- ❖ In Turkey, Malaysia, Brunei, the Philippines, women's hands are kissed while greeting (limited to conservative upper class), started in Eastern Europe

Greetings

- ❖ The younger person (or lower rank) should first greet seniors (either by age or rank) but don't be the first to shake hands to a higher rank (or older) person.

Introduce yourself or introduce others

- ❖ Introductions are always made to the seniors along with a few words that will facilitate conversation.
- ❖ Your Excellency, I am ...or Hello, I am....
- ❖ Mr. ... may I introduce Ms.....

Greetings: Handshake



Greetings: Handshake



Greetings: Hugging



Greetings: Cheek Kissing



Greetings: Inappropriate Handshake

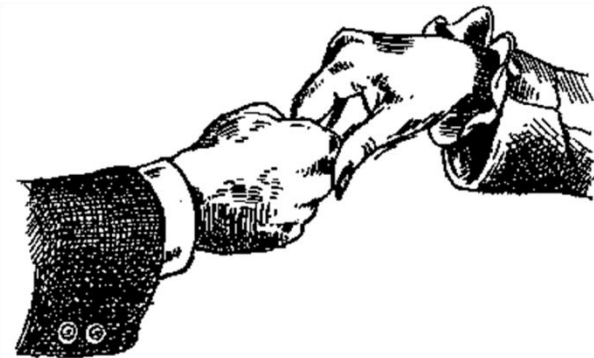
The Pull-In



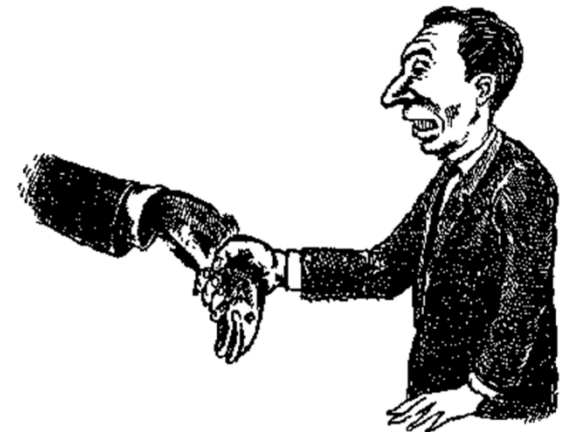
The Bone Crusher



The Palm Pinch



The Limp Fish



Greetings: Proper Handshake



- ❖ Firm, but not bone-crushing
- ❖ Lasts about 3 seconds
- ❖ May be "pumped" once or twice from the elbow
- ❖ Is released after the shake, even if the introduction continues
- ❖ Includes good eye contact with the other person

Titles

Titles

- ❖ Proper forms of titles to address vary greatly from culture to culture.
- ❖ Be sure to check local customs.
- ❖ Use courtesy titles to address others rather than their first names until invited to do otherwise. (Rt honorable, honorable, excellency, respected etc.)
- ❖ Proper forms of address vary from culture to culture (Normally we don't call names, but surname, e.g., Mr. Paudel)
- ❖ While greeting use persons' proper titles (Your Excellency, Sir, Madam, Dr., Mr., Ms., etc.)

Titles: For Royal Family and Religious Leader

For Royal Family

- ❖ His /Her Imperial Majesty
- ❖ His /Her Majesty
- ❖ His /Her Highness
- ❖ Your Holy Highness
- ❖ Your Majesty/Your Highness

For Religious Leader

- ❖ Most Holy Father
- ❖ Most Venerable
- ❖ Venerable
- ❖ Reverend

Meetings

Arrangement of Meeting

- ❖ Confirmation of date, time, and venue
- ❖ Confirmation of number of participants
- ❖ Registration desk
- ❖ Table layout (Round table, square table, rectangular desk)
- ❖ Seating arrangement: Name tag, paper and pen, drinking water, microphone setting, projector, etc.
- ❖ Tea/coffee/ lunch

Meetings: Receiving/Seeing off

- ❖ Receive guest generally at the entrance of your door, may receive at the door of car/at the airport if we want to give special treatment/importance.
- ❖ See off at the exit of your room, again, may accompany the guest up to the car if he/she is of appropriate counterpart.
- ❖ Hold meeting generally with the counterpart of equal rank

Meetings

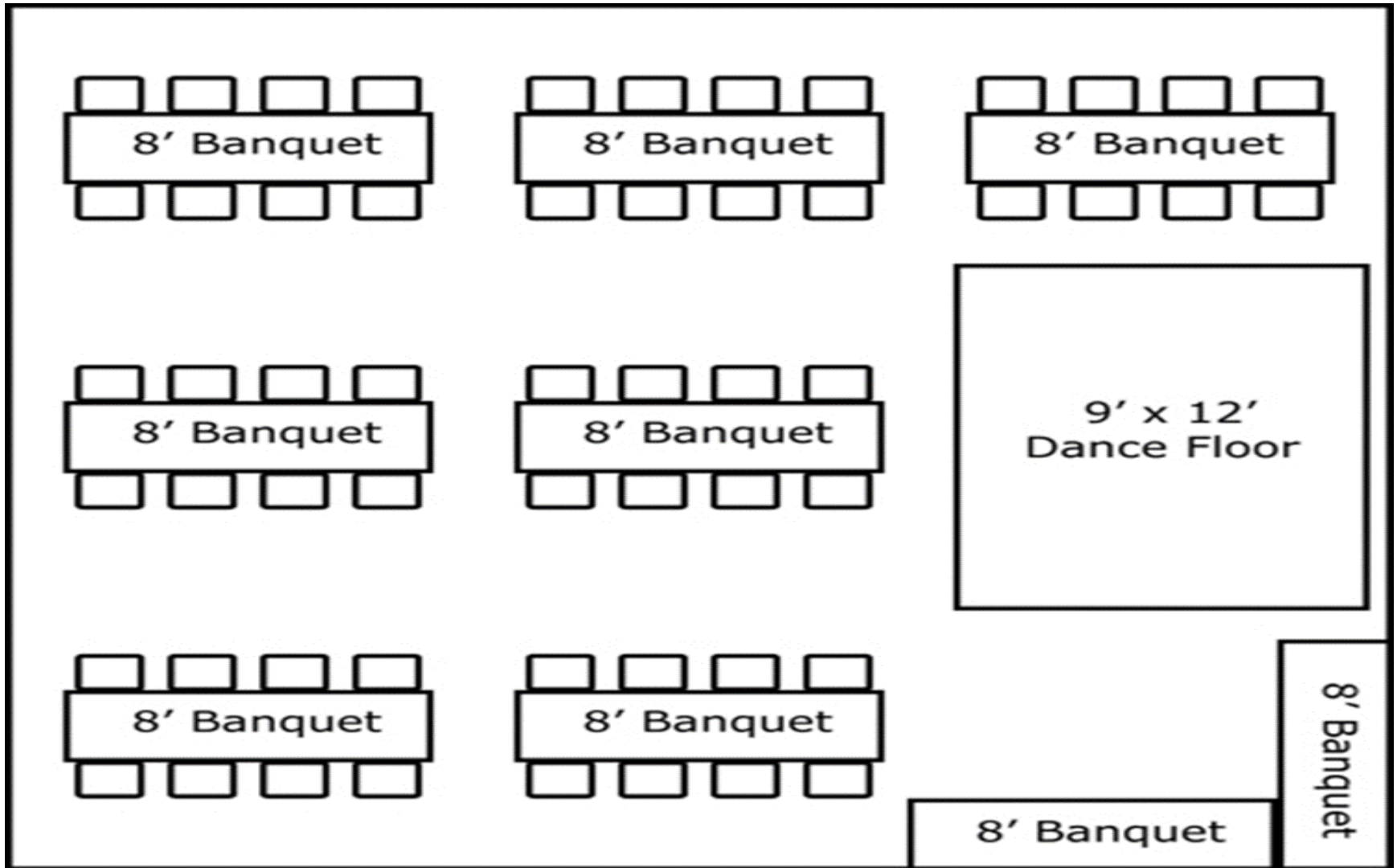
- ❖ Start the meeting with warm welcome
- ❖ Recall the earlier meetings if held before
- ❖ Start and end with very positive note
- ❖ Never say no while responding/reacting to a proposal/idea expressed by the counterpart
- ❖ May say we will give thought to the matter, we may get back on the matter in due course,
- ❖ We may hold consultation and come back with our appropriate response and so on and so forth
- ❖ During the meeting, only the leader to speak, others to listen

Table Manners

Table Plan and Seating

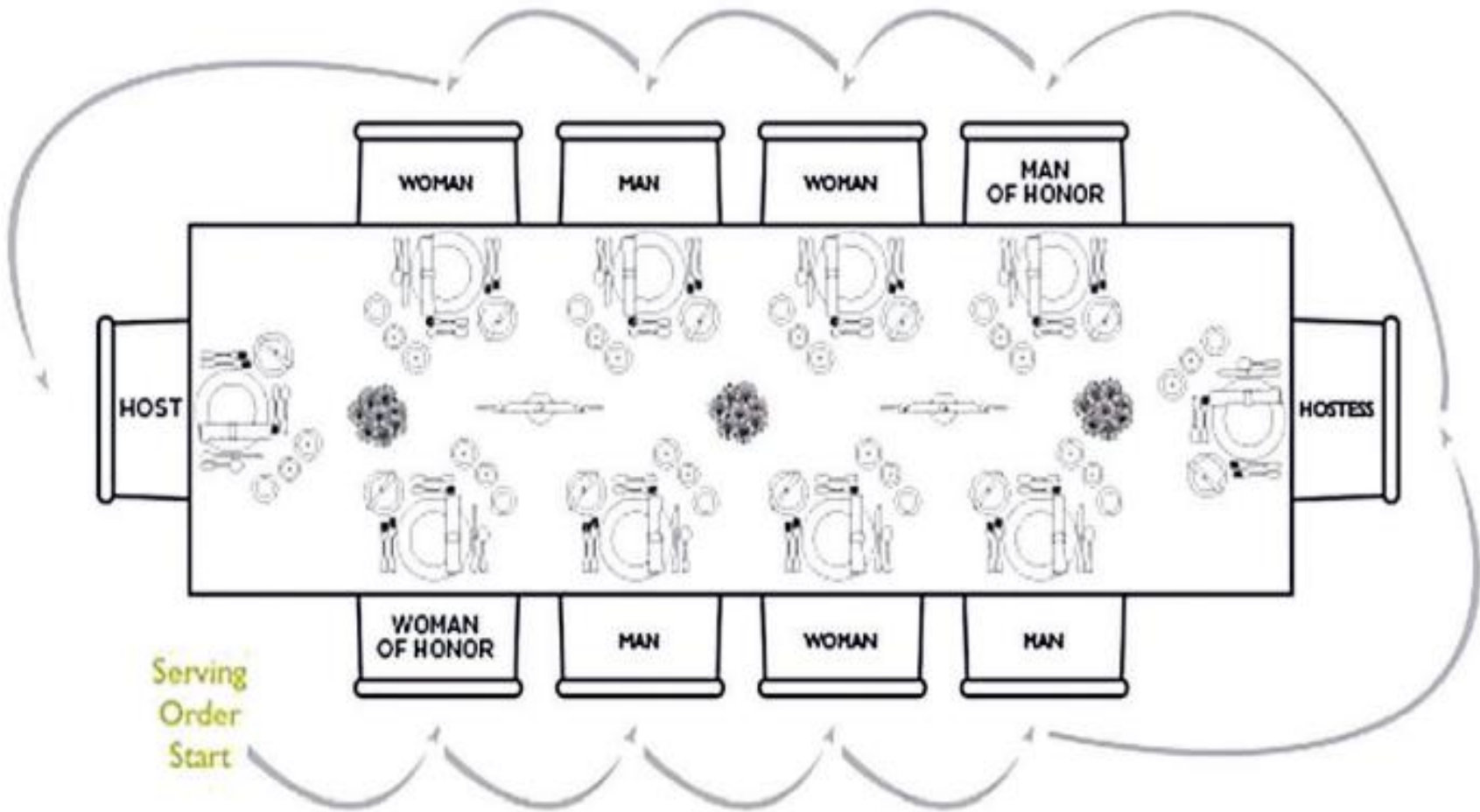
- ❖ Seating arrangements must be carefully arranged, host and chief guest must be seated across the table and arrangements for other delegates should be made accordingly on the basis of seniority.
- ❖ Find out number of Veg/non-veg guests (indication)
- ❖ Draw /fix appropriate menu depending on season/guests
 - RSVP (Répondez s'il vous plait - meaning please respond)
 - Punctuality
 - Place Cards (Table, entrance)
 - Speeches and Toasts

Table Plans



Seating Arrangements

SEATING ARRANGEMENT FOR SIX, TEN OR FOURTEEN GUESTS



Seating Arrangements

SEATING ARRANGEMENT FOR EIGHT, TWELVE OR SIXTEEN GUESTS

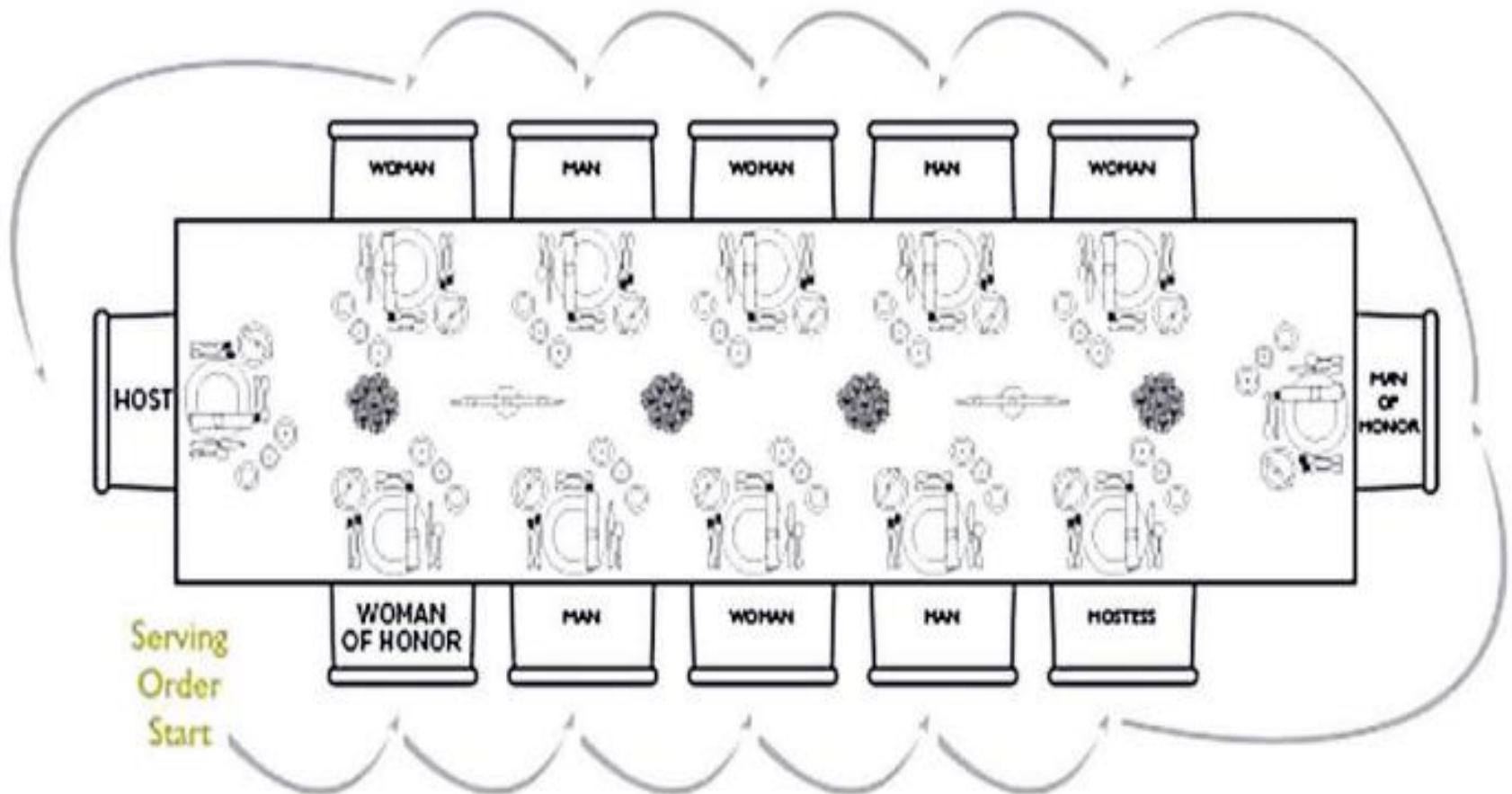


Table Etiquette

- ❖ Use of glass/plates/knives/forks
- ❖ Napkins
- ❖ Style of eating (Salads, bread, Main course, Dessert)
- ❖ Conversation with other people at the table

Table Etiquette: Don't

- ❖ Don't slurp while drinking tea/coffee or soup
- ❖ Use forks with the left hand and the knife with right hand without clinking it or making unpleasant sound,
- ❖ No picking of the nose/ear during the event
- ❖ Don't ask about private matters such as, marital status or number of children specially with ladies
- ❖ Do not poke your teeth with a toothpick or fingernail
- ❖ Avoid coughing, scratching, belching or blowing your nose

Table Etiquette: Do's

- ❖ Stand up when senior enters a room.
- ❖ Stand up for introduction, greetings, leave taking
- ❖ Give preference to the ladies, show courtesy towards them
- ❖ Be polite and always appreciative
- ❖ Respect your seniors
- ❖ Take food a little at a time
- ❖ If you are a host escort guests or ask someone to escort guests
- ❖ Clothes should be nicely pressed and clean

Table Etiquette: Don't

- ❖ Never speak with your mouthful, Do not chew with your mouth open.
- ❖ Do not gargle while drinking water
- ❖ Sip the wine without making any noise
- ❖ Do not spread your elbows while eating
- ❖ Do not wipe face by napkin
- ❖ Do not put handbag/purse on the table
- ❖ Do not say “I don't like this”, or I never eat.
- ❖ Do not burp with sound

Netiquettes

Internet Etiquette

- ❖ Social Media Platforms (Personal or official)
- ❖ Telephone Etiquette
- ❖ Virtual diplomacy

Netiquette Rules

Rules for interacting with others on the Internet in a considerate way.

- 1 Be Kind and Appropriate
- 2 No Swearing or Signaling
- 3 Be Respectful - Don't Yell
- 4 No Recording/ Screen Shots
- 5 Be Present Not Distracting
- 6 No Creating Memes
- 7 Be Polite & Wait Your Turn
- 8 No Typing in CAPITALS
- 9 Be a Leader Not Sarcastic
- 10 No Music/Distracting Sounds



Gift Protocol

Gift Protocol

- ❖ Be careful while selecting gifts
- ❖ Cultural/religious aspects of proposed gift
- ❖ Symbolic/sentimental value of gifts
- ❖ Gifts should be packed professionally
- ❖ Monetary value of gift
- ❖ Gift handover ceremony
- ❖ Gift handover through Protocol



Gift Protocol

- ❖ Bringing a gift to the host can be tricky.
- ❖ Many rituals and customs often surround the meaning of gifts in different ways.
- ❖ The type, color and number of flowers may have a hidden meaning. (In Italy, mums are funeral flowers; in China giving a watch as gift is wishing his/her early death.)
- ❖ A guest may be expected to bring a small gift, or it may be better to bring nothing at all.

Flag Protocol

Flag Protocol

- ❖ The flag must be treated with respect and dignity at all times
- ❖ Change the flag if it is faded or torn off
- ❖ The flag should not be allowed to touch the ground.
- ❖ All flags used for an event should be the same size
- ❖ It is inappropriate to write on a flag or attach any logos or other symbols to the flag

Car Protocol

Car Protocol

- ❖ Put the flag in the car next to the side of driver's seat
- ❖ VIP should seat in the side of the flag, next to the side of driver's seat behind
- ❖ There may be different practices in countries with Left hand/Right hand drive
- ❖ While sharing the car the Senior/VIP/ Visiting guest must be requested to take the seat first
- ❖ Door opening (towards the entry gate)

Miscellaneous

Conversation Topic

- ❖ Acceptable casual conversation topics vary from culture to culture.
- ❖ In some places, it is perfectly acceptable for someone to ask age or income. But in some places it is offensive.
- ❖ Discussing children or food is rude in some cultures.
- ❖ Conversations should be fairly brief in social events.

Exchange of Business Cards

- ❖ It's good to carry visiting Cards in a case.
- ❖ Follow the local tradition while giving the cards (use two hands in most of East Asian countries)
- ❖ Do not put business card into trouser pocket
- ❖ While meeting someone for the first time
- ❖ Leaving messages
- ❖ Calling on someone at their office
- ❖ Enclosed with a gift or flower

Exchange of Business Cards

- ❖ If a diplomat says yes, it means may be, if he says may be, it means no and if he says no.. He is not a diplomat
- ❖ When in Rome do as the Romans do i.e. follow the local way of doing things in a country

Sitting Postures

- ✓ Stand in upright position/alert in front of VIPS/ dignitaries
- ✓ No crossed-legged in front of VIPs/dignitaries
- ✓ No leaning against the sofa
- ✓ Always keep the guests at the right side of host

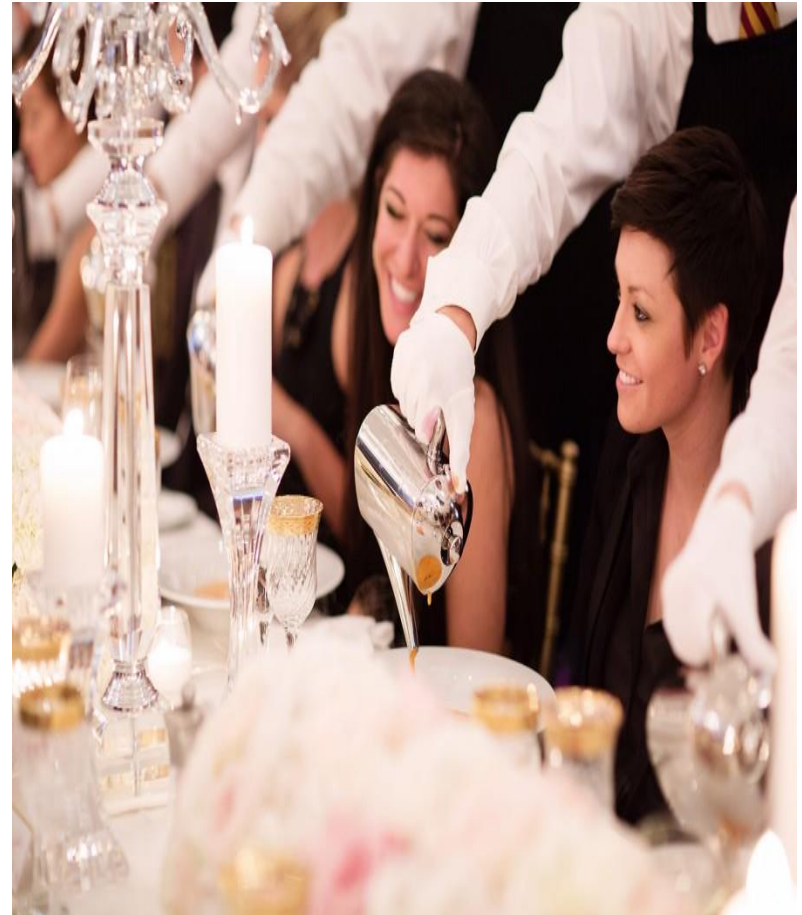
Origin of Some Etiquette Rules

Pewter Cup/Mug to Modern Glass



White Glove Service

Originated from King Louis's Rule in England



wearing white gloves symbolized purity and nobility.

Bottom Button Open



King Edward VII



Bottom Button Open



Bottom Button Open



Bottom Button Open



Respect to Women



Quiz

(Slides by Svetlana Belic Malinic:

<https://www.slideshare.net/sbelic/what-is-diplomatic-protocol.>)



Question 1

You are walking along with your guest, a high UN official, and her colleague, to meet your supervisor, Political Advisor. Obviously, it falls to you to introduce them to each other.

Who do you introduce to whom?



Answer:

B



- A The person standing to your right to your boss.
- B Your boss to the high UN official.
- C The high UN official to your boss.
- D Your boss to all of them.





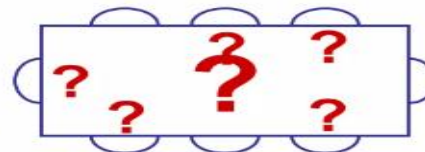
Question 2

You are a guest of honour at a meeting and are about to sit at the table but there are no name tags posted.

Where are you going to sit?



- A To the left of the host.
- B To the right of the host.
- C Opposite the host.
- D At the head of the table.



Answer:

B



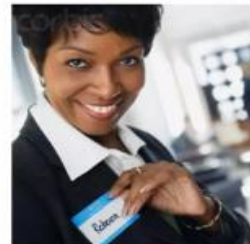
Question 3

You are taking part in a high level conference where the participants are demanded to wear name badges.

Where are you going to put your badge?



- A On the left lapel.
- B On the right lapel.
- C In the middle.
- D Either of the above.



Answer:

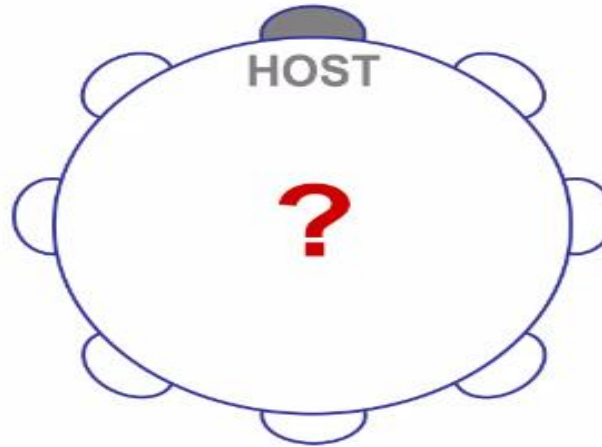
B



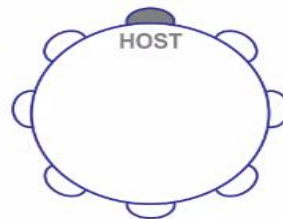
Question 4

You are organising a round table at the ambassadorial level.

How are you going to seat the ambassadors?



- A Clockwise, alphabetically.
- B Zig-zag, by seniority.
- C Anti-clockwise, by importance.
- D Zig-zag, by credentials.



Answer:

D



Question 5

You are writing a letter to the Minister of Justice, Ms. Ivana Markov.

How are you going to address her in the opening of the letter?



- A Dear Ms. Markov
- B Dear Ms. Minister
- C Dear Madam Minister
- D Dear Minister Markov



Answer:

C



Question 6

You are about to present the Ambassador of Japan with a gift in gratitude for support in the charity fundraising.

You are NOT going to have it wrapped in which colour?



- A Blue.
- B White.
- C Black.
- D Red.



Answer:

B



Question 7

What does this hand talk mean in Islamic countries?



- A Get off!
- B Your are promoted!
- C Great! Fantastic!
- D Go up!

Answer:

A



Question 8

What are these glasses used for?



A Water, red wine, white wine, champagne.

B White wine, water, red wine, champagne.

C Red wine, white wine, water, champagne.

D White wine, champagne, red wine, water.

Answer:

B



Question 9

The **new** Ambassador of Germany is **on his way** to the present credentials to the President of Serbia.

As he is going **TO** the ceremony, which flags are waving on his car?

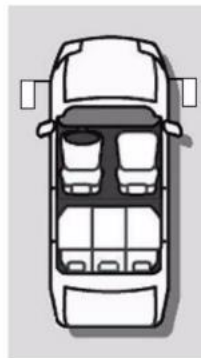


A Left German, right Serbian.

B Left Serbian, right German.

C Both German.

D Both Serbian.



Answer:
D or
None



Question 10

The Greek Minister of Social Affairs is paying a visit to the Serbian Minister of Employment and Social Policy.

Who is going to greet him at the airport?



A Chief of MFA Protocol.

B Chief of Ministry Cabinet.

C The Serbian Minister.

D A driver with a name plate.



Answer:

C

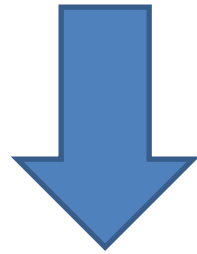
Diplomatic Faux Pas

(Video)

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Thank You !



Q & A