

PROTOCOL ESSENTIALS for the PUBLIC SERVICE

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PROTOCOL – THE BASICS

What is Protocol?

- ▶ The official procedure or system of rules governing affairs of state or diplomatic relations.
- ▶ Protocol creates a sense of order and reduces chaos and potential conflict.
- ▶ Rules of Diplomatic Protocol are intended to uphold civility and respect between countries and their representatives.
- ▶ Protocol projects soft power and enhances national image.

State Protocol

- ▶ Provides advice to the Governor-General, the Prime Minister, the Cabinet and other Ministries and Government Agencies.
- ▶ Plans, arranges and executes programmes for visiting Heads of State/Government.
- ▶ Coordinates and executes State and Official Functions including Swearing-in Ceremonies, Funerals, national celebrations.

Diplomatic Protocol

- ▶ All matters relating to the Diplomatic Corps and International Organizations.
- ▶ Arrival and departure courtesies for Government VIPs.
- ▶ Appointment of Jamaican Ambassadors, Permanent Representatives and Consuls-General.

THE TABLE OF PRECEDENCE

What is a Table of Precedence?

- ▶ The relative importance of positions in a Government.
- ▶ An integral part of the protocol apparatus.
- ▶ Represents a detailed guideline for order and discipline in a nation's hierarchy.
- ▶ It speaks to the Order of Succession if the need arises.

Table of Precedence - GOJ

1. The Governor-General
2. Prime Minister
3. Deputy Prime Minister
Leader of the Opposition
4. Members of the Cabinet
President of the Senate
Speaker of the House of Representatives
5. Former Governors-General
Former Prime Ministers
6. Chief Justice
President of the Court of Appeal
7. Ministers of State
8. President, Jamaica Council of Churches
9. Widows/Widowers of National Heroes
Widows/Widowers of Former GGs
Widows/Widowers of Former PMs
10. Attorney-General
11. Cabinet Secretary
12. Head of the Foreign Service
Dean of the Diplomatic Corps
High Commissioners & Ambassadors
Head of Delegation of the E.U.
SG, the International Seabed Authority
13. Members of the Privy Council
14. Deputy Speaker of the House
Parliamentary Secretaries
15. Members of the Senate
Members of the House of Parliament
16. Judges of the Court of Appeal
Judges of the Supreme Court
17. Chairman of the Public Service Commission
Financial Secretary
Permanent Secretaries
Solicitor General
Governor of the Bank of Jamaica
Auditor General
Director of Public Prosecutions
18. Chief of Defence Staff, Jamaica Defence Force
Commissioner of Police
19. Mayors and Chairmen of Parish Councils
20. Custodes of Parishes
21. Chief of State Protocol
Resident Coordinator of the United Nations
Heads of Offices of International Organisations
Consuls-General
Members of the Consular Corps
22. Vice-Chancellor of the University of the West Indies
President of the University of Technology
23. Chairmen of political parties having representation in Parliament
General Secretaries of political parties having representation in Parliament
24. Holders of Jamaican National Honours
Order of Merit and Order of Jamaica

Order of Precedence – Diplomatic Corps

- ▶ The ranking of Heads of Mission in Jamaica is based on the date of Presentation of Credentials.
- ▶ If several Heads present on the same day, their ranking is determined by the time that they present Credentials.
- ▶ The order of presentation would be based on the date upon which Agrément was issued.
- ▶ The Dean of the Diplomatic Corps is the most senior Diplomat based on tenure (usually).

Modes of Address

Modes of Address

The Governor-General

- ▶ When addressing the Governor-General verbally, it is sufficient to say “*Your Excellency*”. You may also say “*Sir*” after the initial greeting. If addressing Lady Allen, it is correct to say “*Your Excellency*” or “*Lady Allen*”.
- ▶ Writing/Formal Settings:
 - His Excellency the Most Honourable
 - Sir Patrick Allen, ON, GCMG, CD, KSt.J
 - Governor-General
 - King’s House
 - Kingston 6

Modes of Address

- ▶ 'Opening Salutation:

 - 'Your Excellency

- ▶ Closing:

 - Yours faithfully,'

- The formal joint description of Their Excellencies are:

 - Their Excellencies The Governor-General and the Most Honourable Lady Allen' or 'Their Excellencies, the Most Honourable Sir Patrick Allen, ON, GCMG, CD. KSt.J and the Most Honourable Lady Allen'*

Modes of Address

The Prime Minister

- ▶ *Writing:*

Dr. the Most Honourable Andrew Holness, ON,
PC, MP
Prime Minister

- ▶ *Opening Salutation:* 'Dear Prime Minister,'

- ▶ *Closing:* Yours faithfully (formal) or Yours sincerely (semi-formal)

- ▶ *Verbal Address/Subsequent Referrals:*

Mr Prime Minister/Prime Minister/Sir

Modes of Address

Ministers of Government

- ❖ Ministers of Government are styled, “The Honourable”
The Honourable Fayval Williams, MP
- ❖ Where the Minister is a Senator:
Senator the Honourable Kamina Johnson Smith, JP
- ❖ Where the Minister is a Medical Doctor:
The Honourable Dr Horace Chang, OJ, CD, MP
- ❖ Where the Minister holds a PhD:
Dr the Honourable Christopher Tufton, MP

Modes of Address

❖ **Leader of the Opposition**

Mr. Mark Golding, MP
Leader of the Opposition

Where the Leader of the Opposition has a National Honour, they would be styled accordingly:

The Most Honourable Portia Simpson Miller, ON

❖ **Speaker of the House of Representatives**

The Most Honourable Juliet Holness, MP

CEREMONIES

Ceremonies

Swearing-in of the Prime Minister

- Constitutional procedure to appoint the Prime Minister, which involves the Prime Minister taking the Oath of Allegiance and Oath of Office.
- Instrument of appointment issued by the Governor General.
- Elements of the Ceremony include the playing of the national anthem and the ceremonial breaking of the Prime Minister's standard.



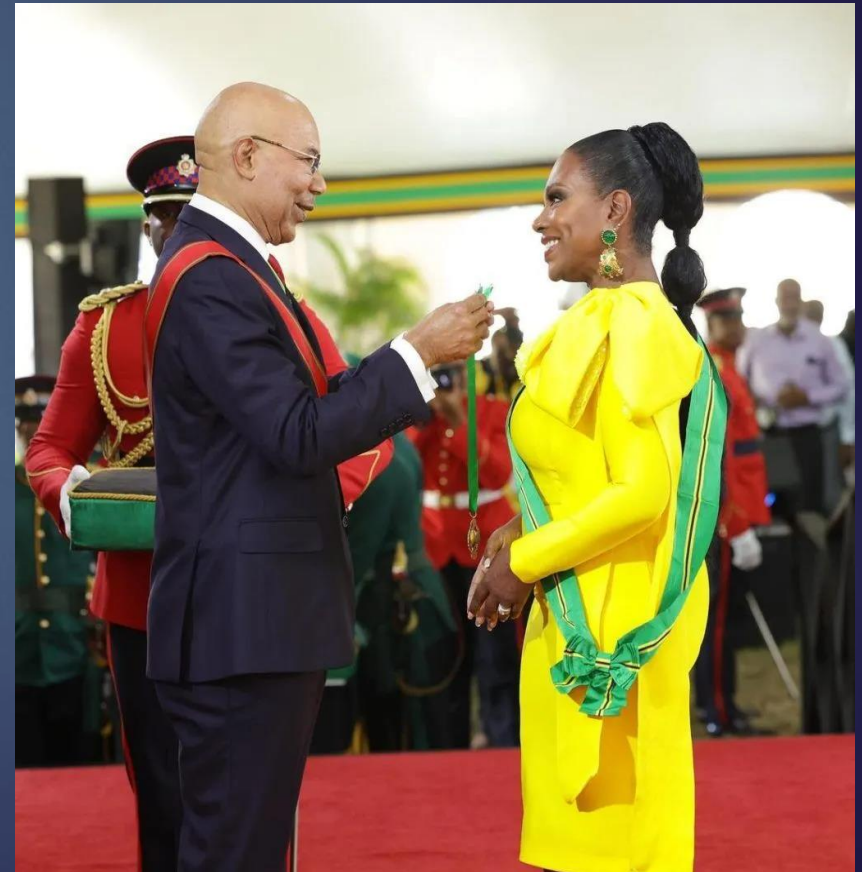
Ceremonies

Ceremony of Investiture and Presentation of National Honours and Awards

- Recognizes citizens who have made exceptional contributions to nation-building. It is traditionally held on National Heroes Day

Categories

- Order of National Hero (ONH)
- Order of the Nation (ON)
- Order of Excellence (OE)
- Order of Merit (OM)
- Order of Jamaica (OJ)
- Order of Distinction (CD/OD)
- Badge of Honour
- Medal of Honour (uniformed services)



Ceremonies

Other Types of Ceremonies

- ❖ Handing Over Ceremonies
- ❖ Signing Ceremonies – Agreements, Condolence Books
- ❖ Flag Raising Ceremonies

Ceremonies

Executing Ceremonies

- Prepare a running order – detailed timing of event from pre event set-up to post event activities.
- Assign responsibilities – all parties must know their role and responsibilities (including principals).
- Seating arrangements – clearly marked seats for guests.
- Greet and escort guests.
- Time-keeping – important to monitor the flow of the event.
- Contingency and emergency plans.

OFFICIAL CONDUCT

Official Conduct

- Reflects the ethos of the organization
- Attitude
- Respect
- Individual ethics and standards
- Self discipline
- Situational Awareness

Official Conduct

Key Areas:

- ❖ Grooming and dress – are you appropriately attired?
- ❖ Communication – how do you speak to people?
- ❖ Trustworthiness – do people feel they can trust you?
- ❖ Good manners – “*howdy an’ tenky nuh bruk nuh square*”

Official Conduct

Introductions

- When making introductions, honour is recognized by the name spoken first.
- Courtesy gives honour to those who are higher in rank, title, have a professional status, a female or older.
- For formal occasions, “May I present” is more appropriate than “I would like to introduce”.
- For less formal occasions, simply stating two names is acceptable.

Official Conduct

Introductions

- When you are introduced, wait for the complete introduction and for the person to offer a handshake first.
- Respond to introductions with the traditional, “How do you do?”
- Informally, a smile, “Hello” or “Its nice to meet you” are acceptable.

Official Conduct

Introductions

- The effective handshake consists of firmly grasping the other person's hand so that the web (the flesh between the index finger and thumb) of your hand meets the web of the other person's hand.
- Remember that a man always awaits the lady to extend her hand for shaking. When a lady extends her hand, it is to be shaken, but men should mind the force and grip of the shake.



Palms flush and hands meet at the “web”

Grabbing the fingers of the other person

Pronated grip, forces supination of the other

Grasping fingers and cupping with the palm

Official Conduct

When speaking, do:

- ▶ Speak in a volume suited to the environment.
- ▶ Speak with clarity and confidence, and watch your tone.
- ▶ Avoid slangs.
- ▶ Be engaging. Make eye contact when necessary.
- ▶ Be prepared. Practice names that are in another language.
- ▶ Be pleasant and welcoming.

Official Conduct

When speaking, do not:

- ▶ Mumble or speak too softly, or inappropriately loud.
- ▶ Be talkative.
- ▶ Be intrusive with personal questions.
- ▶ Offer personal information about yourself, or others.
- ▶ Complain.

DISCUSSION

How can breaches of Protocol impact on Government and Diplomatic outcomes?