

Diplomatic Etiquette

&

Observing Appropriate Channels of Communication and Use of Types of Correspondence

Presented by

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Diplomatic Etiquette

Greetings & Introductions

Forms of Greetings

Introductions involving VIPs

Greetings & Introductions

1. Use of Correct Titles, Forms of Address & Salutations

- In every society government officials, dignitaries and other VIPs are conferred certain titles and honorifics associated with their office, status or rank.
- There are rules governing how these officials and individuals are to be addressed orally and in writing
- Correct language and styling is an essential element in getting it right

Examples of Titles

- His Excellency, the Most Honourable, Sir.....
- Her Excellency, the Most Honourable, Lady
- The Most Honourable,.....PM
- The Most Honourable.....Mrs
- Mr..... MP.....Leader of the Opposition
- Senator the Honourable.....President of the Senate
- Senator Dr.....MD
- Senator Dr the Honourable.....PhD
- The Honourable.....MP
- The Honourable.....MP.....Speaker of the House
- The Honourable Mr/Mrs/Ms Justice.....OJ Chief Justice
- His Excellency Mr
- Her Excellency Mrs
- His/Her Honour Judge.....
- His/Her Worship.....Mayor

Modes of Address & Salutations

Addressed in Writing

Dignitary/ Official	Formal Title	Salutation	Closing	Addressed Verbally/Orally
The Governor-General NB: Always hyphenated	His Excellency The Most Honourable Sir Patrick Allen, ON, GCMG, CD, KStJ	(For the Foreign Service) 'Your Excellency, I have the honour to inform/invite/etc (For Others) 'Your Excellency'	'I avail myself of the opportunity to assure Your Excellency of my highest consideration' (For Others) 'Yours faithfully,'	'Your Excellency' Semi-formal: 'Mr. Governor- General'
The Prime Minister	The Most Honourable Andrew Holness, ON, PC, MP	Dear Mr Prime Minister/Dear Prime Minister	Yours faithfully (formal usage) Yours sincerely (semi-formal usage)	'Mr Prime Minister' (formal) /'Prime Minister' (semi- formal)

Modes of Address

Addressed in Writing				
Dignitary/Official	Formal Title	Salutation	Closing	Addressed Verbally/Orally
Deputy Prime Minister	Honourable Dr Horace Chang, CD, MP (Dr the Hon if PhD)	'Dear Deputy Prime Minister Yours faithfully (formal usage) Yours sincerely (semi-formal usage)	Yours faithfully (formal usage) Yours sincerely (semi-formal usage)	'Mr Deputy Prime Minister' (formal) /'Deputy Prime Minister' (semi-formal)
Leader of the Opposition	Mr. Mark Golding, MP	'Dear Mr Golding/Dear Leader of the Opposition	Yours faithfully (formal usage) Yours sincerely (semi-formal usage)	Mr. Golding

Modes of Address & Salutations

Addressed in Writing

Dignitary/Official	Formal Title	Salutation	Closing	Addressed Verbally/Orally
Members of the Cabinet	Honourable or Senator The Honourable when appointed through the Senate Honourable Dr (MD); Dr the Hon (PhD)	Dear Minister (Surname)	Yours faithfully (formal usage) Yours sincerely (semi-formal usage)	Minister
President of the Senate	Senator the Honourable Honourable Dr (MD); Dr the Hon (PhD)	Dear President Tavares-Finson/Dear Mr President/Dear President	Yours faithfully (formal usage) Yours sincerely (semi-formal usage)	Mr President/Madam President

Modes of Address & Salutations

Addressed in Writing

Dignitary/Official	Formal Title	Salutation	Closing	Addressed Verbally/Orally
Speaker of the House of Representatives	Honourable Honourable Dr (MD); Dr the Hon (PhD)	'Dear Madam (formal) 'Dear Madam Speaker (semi-formal)	Yours faithfully (formal) Yours sincerely (semi-formal)	Madam Speaker/Mr. Speaker
Chief Justice	The Honourable Mr Justice Bryan Sykes, OJ, CD	Opening Salutation: 'Dear Chief Justice/Sir	Yours faithfully Signature'	'Chief Justice', 'Mr Justice Sykes' Semi-formal: 'Justice Sykes'

Modes of Address & Salutations

Addressed in Writing

Dignitary/Official	Formal Title	Salutation	Closing	Addressed Verbally/Orally
Cabinet Secretary and Head of the Civil Service	Ambassador the Honourable The Hon. Audrey V. Sewell , OJ, CD, JP Cabinet Secretary	'Dear Cabinet Secretary'	'Yours faithfully'	'The Cabinet Secretary'/Cabinet Secretary
Head of the Foreign Service	Ambassador Sheila Sealy Monteith, CD Permanent Secretary and Head of the Foreign Service	'Dear Ambassador Sealy Monteith'	Yours sincerely	'Ambassador Sealy Monteith'/ 'Permanent Secretary'

Modes of Address & Salutations

Addressed in Writing				
Dignitary/Official	Formal Title	Salutation	Closing	Addressed Verbally/Orally
Members of the Diplomatic Corps (Ambassadors) Non-Commonwealth Countries	His/her Excellency (first name, Surname) Ambassador of Embassy of ... (NB- Get the name of the countries correct)	'Your Excellency,	Accept, Excellency, the renewed assurances of my highest consideration.' OR Please accept, Excellency, the assurances of my highest consideration.	'Your Excellency' or 'Ambassador (Surname)

Modes of Address & Salutations

		Addressed in Writing		
Dignitary/Official	Formal Title	Salutation	Closing	Addressed Verbally/Orally
Members of the Diplomatic Corps (High Commissioners) NB – Commonwealth Countries	His/Her Excellency (first name, Surname) High Commissioner for..... Xxxx High Commission (NB- Get the name of the countries correct)	'Your Excellency,	Accept, Excellency, the renewed assurances of my highest consideration.' or Please accept, Excellency, the assurances of my highest consideration.	'Your Excellency' /Ambassador (Surname) or 'High Commissioner (Surname)
Ambassadors/High Commissioners (Informally)	Ambassador/High Commissioner (Surname)	Your Excellency/ Dear Ambassador/ Dear High Commissioner'/	Yours sincerely/respectfully	'Ambassador (Surname)'/High Commissioner 'Your Excellency'

Modes of Address & Salutations

Dignitary/Official	Formal Title	Addressed in Writing		Addressed Verbally/Orally
		Salutation	Closing	
Head of the Delegation of the European Union NB - The Head of the Delegation of the European Union is ranked at an Ambassadorial level and is referred to as 'His/Her Excellency'.	His/Her Excellency (first name, Surname) Ambassador/Head of Delegation	'Dear Ambassador (Surname)	Yours sincerely	'Your Excellency/ Ambassador (Surname)'
Mayors	His Worship the Mayor Senator Councillor xxx (if a member of the Senate) His/Her Worship the Mayor	'Your Worship (formal)/ Dear Mayor (last name) – informal	Yours faithfully (formal) Yours sincerely (semi-formal)	Dear Mayor (last name)/'His/Her/Your Worship'; 'Mayor last name, 'Councillor first name last name' Semi-formal: 'Mayor/Councillor (Surname)'

Introductions

The basic protocol of introductions calls for introducing the 'lesser-ranking' individual (socially, professionally, by age or seniority) to the 'higher-ranking' person.

There are differences between social and business introductions

In social introductions age and gender are the determining factors of the introduction. A man would be introduced to a woman and if it is two people of the same gender being introduced the younger person would be introduced to the older person.

Business/Official Introductions

- In Business or official introductions, people of lesser authority are introduced to people of greater authority.
- A peer in your organization would be introduced to a peer in another organization

Introductions.....

- Identify the most important person in the introduction and always say their name first.
- The name of the person being introduced to someone is mentioned last

Introductions.....

The order of an introduction

- An important point in any introduction is the order of names.
- The name of the person to whom the introduction is made is mentioned first.
- Identify the most important person in the introduction and always say their name first.
- The name of the person being introduced to someone is mentioned last. That is the person with the least status in the business situation.
- Always explain who the people are when you introduce them
- Keep the names equal. If you say first name and surname for one person you say it for the other. If you say the title for one person and the surname say it for the other.

Forms of Greetings - Formal and Informal

In a professional setting it is desirable to use formal language when greeting

- | | |
|--|---------------|
| ❑ How do you do? | Formal |
| ❑ Good morning/day/evening | Formal |
| ❑ Hello Mr X/Mrs X /Ms X | Formal |
| ❑ Pleased to meet you/ It's a pleasure to meet you | Formal |
| ▪ Morning! | Informal |
| ▪ Hey/ Hey man/Hey guys | Informal |
| ▪ Hi there | Informal |
| ▪ How is every thing going? | Informal |
| ▪ Yo!/ Whats up | Very Informal |
| ▪ Howdy | Very informal |
| ▪ Long time no see! | Informal |

Cultural Differences

Greetings can take the form of a nod or bow, a hug and a kiss or many kisses.

In some cultures it is appropriate to look the person you are greeting directly in the eye. In others, one never looks an authority figure in the eye as it would be thought arrogant.

A greeting is an element of culture, social interactions begin with a greeting. It is a way of showing respect of people.

VIPs

Who is a VIP?.....Introductions

- A very important person (VIP or V.I.P.)¹ is a person who is accorded special privileges, or importance.
- Examples include Heads of State or government, other politicians, celebrities, major employers, high-level corporate officers, bankers, economists, physicians, clergy, military personnel, nobles, wealthy individuals, or any other socially notable person who receives special treatment for any reason.
- If a person is a VIP - the VIP's name is spoken first in an introduction. VIP = guest of honour, Ambassadors, military officers, judges, elected officials etc.
- When working with your VIPs, it is important to communicate with them clearly and regularly before, during, and after the event. This will help to build trust and understanding, as well as avoid any misunderstandings.

Observing Appropriate Channels of Communication and Use of Types of Correspondence

- LETTERS

- The standard letter used to correspond between MDAs, is written on a letterhead and includes the date and reference number at the top of the page, the addressee's name and address signed by the author for the Permanent Secretary.
- Salutation in writing: Dear Mr/Ms Doe

- DEMI-OFFICIAL LETTER

- It written on a letterhead reserved for the Minister of Foreign Affairs and Foreign Trade , Permanent Secretary and other high ranking officials (Ambassadors, Director of Protocol). It is less formal but may address matters of a serious nature type of correspondence but is restrictive in use and intended for a personal tone.

MEMORANDA

- Is type of correspondence written between MDA but is address to the Permanent Secretary with an attention line to the officer dealing with the subject matter (if known). It would bear the subject line but no salutation. The closing would be the author's signature for Permanent Secretary.

E-MAIL

- There are basic steps you should take when you're considering to email.
 1. WHO is the recipient? Its best to be formal, and professional and not offend
 2. Is the greeting most appropriate for the message you're sending?
 3. Who should be copied? This depends largely on the culture of the organization. Primary consideration is who needs to be aware.
 4. The first sentence of an email introduces the tone and purpose and therefore must be crafted to communicate clearly.

• Third Person Notes & Notes Verbale

- Written in the third person, Notes are not signed but initialed in the lower right-hand corner of the last page of the text by a duly authorized signing officer after the official stamp is affixed.
- The language is formal and begins with the following formula of diplomatic courtesy:

“ The Ministry of Foreign Affairs and Foreign Trade of Jamaica presents its compliments to the Ministry of Foreign Affairs of (name of country) and has the honor to.....“

The usual ending is:

"The Ministry of Foreign Affairs and Foreign Trade avails itself of this opportunity to renew to the Ministry the assurances of its highest consideration."



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Freedom without rules doesn't work.
And communities do not work unless
they are regulated by etiquette.

Judith Martin



Thank You



Questions & Answers