International Diplomatic Secretary Certification

16 – 20 August 2027
Vienna (Austria)

UK Traininig
PARTNER



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Ref: 3256033_359296 **Date:** 16 – 20 August 2027 **Location:** Vienna (Austria) **Fees:** 5200 GBP

Introduction

This practical and comprehensive certification course is designed for professionals working in diplomatic missions, embassies, consulates, international organisations, government institutions, foreign affairs departments, and other environments requiring high-level diplomatic and administrative support.

The course covers the key principles and advanced practices of diplomatic secretarial work, including diplomatic protocol, official correspondence, communication, representation, meeting and event management, document handling, confidentiality, international etiquette, and coordination with diplomatic and government officials.

The programme focuses on the practical application of professional diplomatic secretarial skills to support ambassadors, diplomats, senior officials, international delegations, and diplomatic missions effectively and professionally.

Course Objectives

By the end of this course, participants will be able to:

- Understand the role, responsibilities, and professional standards of an international diplomatic secretary.
- Understand the structure and functions of embassies, consulates, diplomatic missions, and international organisations.
- Apply diplomatic protocol and official etiquette in professional situations.
- Manage diplomatic correspondence and official communications effectively.
- Prepare professional diplomatic letters, notes, invitations, and official documents.
- Apply appropriate communication standards when dealing with diplomats, government officials, and international stakeholders.
- Manage confidential, sensitive, and restricted information professionally.
- Organise official meetings, diplomatic appointments, receptions, and events.
- Coordinate visits and programmes involving senior officials and international delegations.
- Apply international business and diplomatic etiquette in multicultural environments.
- Manage calendars, schedules, appointments, travel arrangements, and official engagements.
- Prepare meeting agendas, briefing materials, minutes, and follow-up documentation.
- Support diplomatic missions during official visits and high-level meetings.
- Develop effective telephone, email, written, and interpersonal communication skills.
- Handle demanding situations, protocol-sensitive issues, and competing priorities professionally.
- Strengthen organisational, coordination, and time-management skills in a diplomatic environment.



Course Outline

Day One - Foundations of Diplomatic Secretarial Practice and International Protocol

1. Introduction to diplomatic secretarial work and professional responsibilities
2. Structure and functions of embassies, consulates, diplomatic missions, and international organisations
3. The role of the diplomatic secretary in supporting ambassadors, diplomats, and senior officials
4. Fundamentals of diplomatic protocol and official etiquette
5. Diplomatic precedence, titles, forms of address, and professional conduct
6. Professional standards, personal presentation, discretion, and confidentiality

Day Two - Diplomatic Communication and Official Correspondence

1. Principles of professional diplomatic communication
2. Preparing official letters, diplomatic correspondence, and formal communications
3. Notes Verbales, memoranda, invitations, acknowledgements, and official messages
4. Email communication and digital correspondence in diplomatic environments
5. Telephone communication and handling communication with senior officials
6. Managing sensitive, confidential, and restricted information
7. Proofreading, document accuracy, formatting, and quality control

Day Three - Meetings, Visits, Events, and Diplomatic Coordination

1. Planning and coordinating official meetings and diplomatic appointments
2. Preparing agendas, briefing materials, meeting packs, and supporting documents
3. Preparing minutes, action points, records, and follow-up communications
4. Organising official receptions, diplomatic functions, and protocol events
5. Coordinating visits by ambassadors, ministers, government officials, and international delegations
6. Managing schedules, calendars, appointments, and competing priorities
7. Practical coordination of diplomatic meetings and official events

Day Four - International Etiquette, Representation, and Professional Interaction

1. International business and diplomatic etiquette
2. Cross-cultural communication and professional interaction
3. Protocol for formal introductions, greetings, seating, and official functions
4. Professional interaction with diplomats, government officials, international organisations, and VIPs
5. Managing challenging communication and protocol-sensitive situations
6. Professional telephone, email, and face-to-face communication
7. Maintaining professionalism, discretion, neutrality, and appropriate diplomatic conduct



Day Five - Advanced Diplomatic Secretarial Skills and Practical Certification Applications

1. Managing complex schedules and high-level diplomatic engagements
2. Coordinating international travel, official visits, accommodation, and logistical arrangements
3. Supporting diplomatic missions during conferences, delegations, and high-level events
4. Managing multiple priorities, urgent requests, and last-minute changes
5. Practical case studies in diplomatic secretarial administration
6. Integrated simulation covering correspondence, protocol, meetings, scheduling, and event coordination
7. Professional review, practical assessment, and final course certification

Why Attend This Course? - Gains & Losses!

Gains

- Develop a professional understanding of international diplomatic secretarial practice.
- Strengthen knowledge of diplomatic protocol and international etiquette.
- Improve the preparation and management of official correspondence.
- Develop stronger communication and interpersonal skills.
- Improve the organisation of diplomatic meetings, visits, and official events.
- Strengthen calendar, scheduling, travel, and administrative coordination skills.
- Improve the ability to manage confidential and sensitive information.
- Develop greater confidence when dealing with senior officials and international stakeholders.
- Improve cross-cultural communication and professional representation.
- Strengthen the ability to support ambassadors, diplomats, and senior government officials effectively.
- Improve professional efficiency, accuracy, discretion, and organisational performance.

Potential Losses

Without sufficient knowledge of diplomatic protocol and professional secretarial practices, organisations may face:

- Errors in official correspondence and diplomatic communication.
- Protocol breaches during official meetings and events.
- Poor coordination of diplomatic visits and international delegations.
- Miscommunication with senior officials and international stakeholders.
- Mishandling of confidential or sensitive information.
- Inefficient scheduling and administrative coordination.
- Delays in important diplomatic and official activities.
- Damage to the professional image of a diplomatic mission or organisation.
- Difficulties managing cross-cultural and protocol-sensitive situations.
- Reduced effectiveness in supporting ambassadors, diplomats, and senior officials.



Conclusion

Over one week, this certification course provides a comprehensive and practical understanding of international diplomatic secretarial practice, diplomatic protocol, official communication, international etiquette, and high-level administrative coordination.

The programme focuses on the practical skills required to support diplomatic missions, ambassadors, diplomats, senior government officials, international delegations, and official events.

Participants will be able to apply professional diplomatic standards to correspondence, communication, scheduling, meetings, visits, events, confidential information, and day-to-day diplomatic administration, enabling them to perform their responsibilities with greater confidence, accuracy, discretion, and professionalism.

Frequently Asked Questions FAQ

1. Who is this course designed for?

Diplomatic secretaries, executive secretaries, personal assistants, administrative professionals, protocol officers, embassy and consular staff, government officials, international organisation staff, and professionals supporting senior diplomatic or government personnel.

2. Is the course practical?

Yes. The course has a strong practical focus, including diplomatic correspondence, protocol applications, meeting coordination, official event management, communication exercises, and practical case studies.

3. Does the course cover diplomatic protocol?

Yes. It covers diplomatic protocol, precedence, forms of address, official etiquette, introductions, seating arrangements, and protocol-sensitive situations.

4. Does the course cover diplomatic correspondence?

Yes. It covers official letters, Notes Verbales, memoranda, invitations, formal emails, acknowledgements, and other forms of diplomatic communication.

5. Does the course cover meetings and official events?

Yes. Participants learn how to coordinate diplomatic meetings, official visits, receptions, delegations, agendas, meeting materials, minutes, and follow-up actions.



6. Does the course address confidentiality?

Yes. The programme covers the professional handling of confidential, sensitive, and restricted information and the importance of discretion in diplomatic environments.

7. What is the duration of the course?

One week, four hours per day, for a total of 20 training hours.

8. Is the course delivered by one trainer?

Yes. The entire training programme is designed to be delivered by one trainer throughout the one week.

