



**THE RESEARCH OF SUSTAINABLE EDUCATIONAL SOLUTIONS (ROSES)
TRUST**

in collaborative partnership with

THE INTERNATIONAL SCHOOL OF PROTOCOL & DIPLOMACY (ISPD)

presents

**MAURITIUS FIRST
BUSINESS PROTOCOL & DIPLOMACY
CONFERENCE**

2 - 3 MARCH 2016 - HILTON RESORT AND SPA, FLIC EN FLAC

FEES OF €995 FOR TWO DAYS CONFERENCE

For more information and booking details, please contact us at:

Reservations: +230 454 3435

Information: info@roses-trust.com



PROGRAMME

DAY 1

09:00-09:30

REGISTRATION

09:30-09:45

Welcome and introduction of the conference and ISPD

09:45-10:00

Speech by Former Minister of Foreign Affairs, Regional Integration and International Trade, Dr Arvin Boolell GOSK

10:00-10:15

Speech by the President of the Republic of Mauritius, H.E. Mrs. Ameenah Gurib-Fakim, GCSK, CSK, PhD

10:15-11:15

KEY NOTE SPEECH 1 - CORPORATE DIPLOMACY

by Ines Pires, ISPD Founder & CEO

Key Note Speech Description:

- Role of diplomacy in an economic context;
- Diplomacy's boost of business trade mission;
- How companies perceive themselves in the intercultural contexts: sales vs image
- The golden trio relationships: private sector, public sector, civil society;
- Why companies need diplomacy in global affairs.

11:15-12:15

KEY NOTE SPEECH 2 - COUNTRY BRANDING

by Dr. Sandra Schott, ISPD Academic Director

Key Note Speech Description:

- Key concepts in country branding;
- Projection of country's image abroad taking into account the contribution of companies and diplomatic missions;
- Principles, values and cross cultural communication in corporate business;
- New and updated inputs in understanding and managing negotiation; processes and future exchange processes.

12:15-13:15

KEY NOTE SPEECH 3 - NO SECOND CHANCES IN PROTOCOL

by Thomas Sladko - ISPD Chief of Protocol & PR

Key Note Speech Description:

- Protocol: a profession with zero tolerance on mistakes;
- The impact of mistakes in protocol worldwide;
- Handling unpredictable situations;
- Avoiding the most common protocol mistakes;
- Awareness of the media perspective on protocol work.

13:30

NETWORKING LUNCH

END OF DAY 1

DAY 2

09:00-09:30	REGISTRATION
09:30-11:00	WORKSHOP 1 - BASIC RULES OF ORGANISATION OF HIGH LEVEL EVENTS AND ITS PROTOCOL PART I by Ines Pires and Thomas Sladko <i>Workshop Description:</i> <ul style="list-style-type: none">- Differences between protocol, etiquette and ceremonial;- Symbolism in protocol: rules and tradition in the placement of flags;- Forms of address and the use and importance of titles for verbal and written communication;- The protocol manual.
11:15-11:30	COFFEE BREAK 1
11:30-13:00	WORKSHOP 2 - PRECEDENCE AND SEATING ARRANGEMENTS by Ines Pires and Thomas Sladko <i>Workshop Description:</i> <ul style="list-style-type: none">- The order of precedence: rank & criteria: function, seniority and ABC;- Seating arrangement in practice.
13:15-14:30	NETWORKING LUNCH
14:30-16:00	WORKSHOP 3 - BASIC RULES OF ORGANISATION OF HIGH LEVEL EVENTS AND ITS PROTOCOL PART II by Ines Pires and Thomas Sladko <i>Workshop Description:</i> <ul style="list-style-type: none">- The table in practice: protocol at the table;- Different tables and rooms in protocol;- Setting up working lunches and official dinners;- Signing ceremonies.
16:30	CLOSING CEREMONY (TBC)

ABOUT THE SPEAKERS



INES PIRES

ISPD CEO & FOUNDER | ISPD+ PRESIDENT

Ines Pires has a degree in Economics, a Master's degree in International Politics, Image and Communication. She was the advisor to the former Vice President of the European Parliament José Pacheco Pereira and then of Vasco Graça Moura. She is an expert in Soft Diplomacy Skills, Asian Protocol and Intercultural dialogue.

She has worked as a conference speaker and has collaborated with several publications. Ines has also worked as a protocol and etiquette consultant for several organisations and companies. Ines speaks 8 languages.



DR. SANDRA SCHOTT

ISPD ACADEMIC DIRECTOR | ISPD+ VICE PRESIDENT

Sandra Schott graduated in physical sciences and European Politics. After having worked at the International Association for Oil and Gas Producers (OGP), her PhD research focused on the new cultural ways of thinking about international professional policies and negotiations based on analysis of the new methodologies of conflict resolution.

Her work has predominantly focused upon Easter European countries and the Middle East.



THOMAS SLADKO

ISPD CHIEF OF PROTOCOL & PR | ISPD+ SECRETARY GENERAL

Thomas Sladko is an expert in international communication and protocol. He holds a Master's Degree in Communication Science and Philosophy and a Master's Degree in Advanced Latin American Studies. He has been working as Deputy Chief of Protocol for the Federal Chancellor of Austria since 2007.

Thomas gathered international work experience in the field of protocol and communication by working with more than 70 nations. Thomas was born in Austria, lived in Portugal, Belgium, USA, Brazil and Oman and speaks German, English, Portuguese and Spanish.