

Practicing Proper Protocol

This workshop is based on copyrighted **National fce Hearthfire Series #21**
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on behalf of **Oregon fce** have edited, added additional material & formatted this lesson

Introduction: Welcome to the world of **Practicing Proper Protocol**.

The term "**protocol**" comes from the Greek words **Proto Kollen** meaning _____.
Hint: this involves something crafty.

The answer is **The First Glue!** **Protocol** means the first glue. So this workshop really is titled **PRACTICING PROPER GLUING!** And here you are asking for more craft lessons!

This workshop is appropriate for officer training, study groups or may be used as eye openers.

Objectives: To reveal the **proper protocol** for:

- Invitations
- Use of a Function Form
 - *Room setup of tables and chairs
 - *Seating at a head table
 - *Placement of flags
 - *How to be heard
- Pledge and national anthem
- Introductions (role playing)
- Inspirations, Invocations and Graces (Page of selections)
- Includes a copy of National fce Hearth Fire Series #21

Teachers supplies:

- Flip chart or dry erase board
- Paper grocery bag
- Optional--name signs for role play
 - listing famous or distinguished people or
 - FCE Members in your area

Participants handouts:

- 2 function forms
- Condensed version of lesson
- Inspirations, Invocation & Graces
- Evaluation form

Protocol is part of good sense etiquette or manners that help put meetings in good order. **Protocol** provides order and a sense of direction for meetings and activities. It is the glue that hold together an event and makes everyone comfortable.

Protocol may differ from one group to another depending on their practices and procedures. Like when you are playing family games at a friend's home. To keep the peace you end up playing by their house rules or procedures.

Stop for a moment and think of the different groups you have been active in over the years...FCE, church, civic, 4-H or Scouts, Rotary or political groups. Did you ever wince watching leaders flounder and be flustered because they did not know **proper protocol**? Or were **YOU** that leader.

INVITATIONS

Write or call your guest or speaker when you have selected the theme of your event. Follow up with a written note of confirmation.

Include in your note:

- Your organization's brochure or lesson program pamphlet
- Date and time
- If it's a meal event
- Location with directions and map
- The general topic
- How long you would like them to speak
- What audio-visual equipment do they need
- Assigned person to meet the speaker when they arrive

FUNCTION FORM

(A working form describing persons in charge, room setup and other needs)

Have the participants take one of their Function Forms out of their packet and read through it. As a group we will fill in the form, as a business meeting and a banquet, working on the set up of chairs, head table seating and placement of flags.

Have the participants get up and practice moving chairs so that they are staggered like bricks, not one behind the other. Curve the rows of chairs to make the room seem more intimate. If people are expected to take notes it is best to have them seated at tables.

(Leaders show example of these directions on flip chart or board.)

If you are planning on having a head table, the placement of people will depend on the event. Is it a business meeting or a banquet? Turn over your function form. On the top left side write Business meeting and draw a large rectangle after it representing a head table. On the bottom left side write Banquet and draw a large rectangle after it. In the middle of each rectangle put a large P for podium.

Now looking at your head tables, the President of your organization will sit to the left of the podium. Working outward from the President, you place people according to their importance to the meeting.

On a flip chart or board list President, Secretary, Vice President, Treasurer, Parliamentarian, Pledge giver, Invocation giver. Have the group place each at their head table. (Extra spot for anyone important to the business group ie. another Vice President or program chair, Sgt.-at-arms.

CORRECT PLACEMENT:

Treasurer, Vice President, Secretary, President, (P), Parliamentarian, _____, Pledge, Invocation

Now turn the flip chart over. For the head table at our banquet, our special speaker is Oprah Winfrey. (She was so impressed with our organization that she waived her normal speakers fee.) We also have the Mayor (who gives welcome), President of organization, Speaker Oprah Winfrey, Scholarship winner, Grace giver, Chair of conference.

For a meal event the President will again sit to the left of the podium. Have the group decide who will sit next to the President and who will sit on the other side of the podium.

CORRECT PLACEMENT:

Chair person, Oprah, President, (P), Mayor, Scholarship winner, Grace giver

NAME CARDS

Print double-sided name cards or tents so that your guests and the audience can read them.

FLAG PLACEMENT

Turn the function form to the front. Place one head table in the blank space. Where do you put any flags? From the audience's point of view, the American flag should be displayed on the left. All other flags should be placed on the right.

MICROPHONE USE

A microphone should be used when the room is large, the speaker is soft spoken or the audience might have trouble hearing.

- Learn how to turn the microphone on
- Adjust the volume
- How close to your mouth you need to hold it
- How long the cord is
- Do a sound check

Speak clearly and a bit slower, and don't turn your head away from the mic while speaking. If a clip-on microphone is used, be sure it does not rub against anything you are wearing. This will cause additional noise and feedback as you speak. A clip-on usually has a transmitter that will need to be clipped to a belt or waistband.

If no microphone is available or the room is small have all speakers practice 'throwing' their voice to the back of the room.

PLEDGE OF ALLEGIANCE AND NATIONAL ANTHEM

The pledge of allegiance should be repeated by standing at attention, facing the flag with the right hand over the heart.

When the national anthem is played or sung, all present should stand at attention facing the flag with their right hand over their heart. Attention is toward the flag, if displayed; otherwise turn toward the music.

INTRODUCTIONS

In a group setting - A person known to a group is **PRESENTED**, and a person not known is **INTRODUCED**. The purpose of an introduction is to establish a rapport between the speaker and the audience. An introduction should not be so long as to embarrass both the speaker and the audience. Know how to correctly pronounce the speaker's name. (Leaders can role-play to emphasis this point. Have one leader *present* someone known to the group. Then place a brown paper bag over that person's head. Now they are unknown to the group so they are *introduced!*)

When introducing those seated at the head table, use just those words. Don't say, "I want to introduce you to the head table!" (Leader could say in a funny way "Hello table!")

When introducing one individual to another, always say the name of the most important (or oldest) person first. such as, "Oprah Winfrey, I would like to introduce you to our state president, Bonnie Teeples. Bonnie lives in Klamath Falls and is the mother of six children." A brief bit of information about the person being introduced gives the individuals a place to begin conversation. When you meet people it is always proper to stand up when being introduced. If that is not possible, you should try to lean forward and give your full attention. (Leaders, you may make sign boards listing several famous or distinguished people and some fce members in your area. Hang the signs around participant's necks and have them practice learning a bit about their character and doing introductions.)

SHAKING HANDS

A handshake leaves a lasting impression with those you meet. It establishes eye contact, is firm but painless, lasts about three seconds or only two or three 'pumps'. Be careful with people with arthritis in their hands.

INVOCATIONS, INSPIRATIONS AND GRACES

An invocation is a prayer given at the beginning of a meeting calling for assistance and guidance. When invocations are given the group rises at the direction of the presiding person. This signals the person to give the invocation.

An inspiration is a spiritual or ethical expression pertaining to a particular topic. It can be a short story, poem or quotation that fits the occasion.

A grace or blessing is given as a thank you prior to a meal. It should reflect the religious feelings of the audience. In a public setting the grace giver should be careful to be neutral and not offend others beliefs.

Practicing Proper Protocol Highlights

Protocol is good sense etiquette or manners that help put meetings and activities in good order. It provides a sense of direction and makes everyone comfortable. (Following proper protocol may stop arguments about what needs to be done and who sits where!)

INVITATIONS TO SPEAKERS OR GUESTS: Written note to include date, time, if a meal is included, location, directions and map, general topic and length of time to speak. Ask what audio-visual equipment is needed. Include group's brochure or program of lessons. Have someone meet the speaker when they arrive.

FUNCTION FORM: Fill out one for each event or workshop. The forms are a concise way to see who is responsible for each part of an event, what supplies are needed and the set up of the room. Remember to move chairs so everyone can see.

HEADTABLE: If you were the audience looking at the head table the presiding officer or president sits to the left of the podium. Working outward from the president, place people according to their importance to the meeting. Use double-sided name cards.

FLAG PLACEMENT: From the audience's point of view, the American flag should be displayed on the left. All other flags should be placed on the right.

MICROPHONE USE: Do a sound check, know how close to hold the microphone, speak clearly and a bit slower. If no microphone is available or the room is small practice 'throwing' your voice to the back of the room.

PLEDGE OF ALLEGIANCE AND NATIONAL ANTHEM: Repeat the pledge by standing at attention, facing the flag with your right hand over your heart. When the national anthem is played or sung, stand at attention facing the flag with right hand over your heart. The attention is toward the flag, if displayed; otherwise turn toward the music.

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Morning Song

I had been getting up early; fixing myself a cup of coffee, and then sitting in the rocker on the front porch while I prayed for each of our children, and for each of theirs.

One morning I awoke earlier than usual. It was five o'clock, with dawn just breaking over the mountains. I collected my cup of coffee and settled into the old rocker. Suddenly, I realized a symphony of bird song was literally surrounding me. The air was liquid with music, as if the whole creation were praising God at the beginning of a new day. I chuckled to hear the old turkey gobbler, that had recently joined our family, gobbling away down in the woods at the top of his voice as if he were a song sparrow!

And I learned a lesson. I had been beginning my days with petitions, and I should have been beginning them with praise. (by Ruth Bell Graham in "Stories From a Woman's Heart")

What a Blessing!

A water Bearer in China had two large pots, each hung on the ends of a pole which he carried across his neck. One had a crack in it, while the other pot was perfect and always delivered a full portion of water. At the end of the long walk from the stream to the house, the cracked pot arrived only half full. For a full two years this went on daily, with the bearer delivering only one and a half pots full of water to his house.

The perfect pot was proud of its accomplishments. But the cracked pot was ashamed of its own imperfection.

After two years of what seemed a bitter failure the cracked pot spoke to the Water Bearer. "I am ashamed of myself, because this crack in my side causes water to leak out all the way back to your house."

The Bearer replied, "Did you notice that there were flowers on your side of the path, but not on the other pot's side? That's because I have always known about your flaw, and I planted flower seeds on your side of the path, and every day while we walk back, you've watered them. I have picked these beautiful flowers to decorate the table. Without you being just the way you are, there would not be this beauty to grace the house."

Moral: Each of us has our own unique flaws. With these flaws we make our lives together so very interesting and rewarding. You've just got to take each person for what they are, and look for the good in them. (Anonymous from e-mail)

Graces or Blessings:

For peaceful homes and happy days, for all the blessings God displays, we give thee thankfulness and praise, Who givest all. Amen

(by Margaret Fisher)

For flowers that bloom about our feet, for tender grass so fresh and sweet, for the food we are about to eat--Father in heaven, we thank thee. Amen (by Callie Houx)

(This Grace is sung to the tune "Edelweiss" from "The Sound of Music")

Bless our friends, Bless our food, Come, O Lord and sit with us.

May our talk Glow with peace; Come with your love to surround us.

Friendship and love May they bloom and glow, Bloom and glow forever.

Bless our friends, Bless our food, Bless all mankind forever.

Invocation:

Dear Lord, we ask that you bless this business meeting and the goals of our organization. Thank you for the time we have together. Bless the fellowship we share and watch over our FCE Members. Amen

Inspirations:

Friends Never Forget

I think of my women friends as a raft we make with our arms. We are out there in the middle of some great scary body of water, forearm to forearm, hand to elbow, holding tight. sometimes I am part of the raft, joining up with others to provide safe harbor; other times I need to climb aboard myself, until the storms subside and I can see my way clear to swim to shore. The raft drifts apart when it's not needed, but never disbands, never forgets. (by Beverly Lowrey in "Stories From a Woman's Heart")

The Good Times

From now on, I am going to grab the good times with both arms. I am going to walk outside and feel the sun on my face and learn to laugh, really laugh again. Most of all, I'm going to take the love that comes my way and hold on to it for dear life. Sometimes we don't need new scenery, just new eyes. (by Dawn Miller in "Stories From a Woman's Heart")

Barbara Voltin

- Moved to Redmond later part of 2002
- Foster Parent to Chrystal
- Deschutes County Council
- Editor of Oregon fce News

Alene Showers

- Retired teacher
- Secretary for Oregon fce
- Involved in lesson development for Oregon fce past 5 years
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Ida Lee Knapp

- District V Director
- Has been representative on County Council
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- Was secretary at a Junior High School and Teacher's Aide
- Was assistant in the cafeteria at an elementary school

Linda Bird

- State fce Treasurer
- County Council treasurer and representative from her Study Group
- Raises dahlias, glads and vegetables
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- Vice President of Program for Oregon fce
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- Retired from the Federal Aviation Administration
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Anne Engen

- Involved in lesson planning for Oregon fce
- President of her Study Group
- Past President of Oregon fce
- Lover of ANY CHOCOLATE DESSERT