



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Effective Communication For Embassy And Consular Professionals Training

Law, Military Science and Security / Sovereignty of the State

Unit Standard 114843 · NQF Level 6 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips embassy and consular professionals with advanced communication skills essential for diplomatic environments. Participants learn to navigate cross-cultural interactions, manage sensitive negotiations, and represent their organisations with professionalism and clarity.

Category	Law, Military Science and Security
Subfield	Sovereignty of the State
Unit Standard	114843
Accreditation	SAQA Accredited · NQF Level 6 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply diplomatic communication protocols in written and verbal correspondence.
- Analyze cross-cultural communication challenges to mitigate misunderstandings.
- Evaluate the effectiveness of communication strategies in consular services.
- Design clear and persuasive messages for diverse international audiences.
- Implement active listening and conflict resolution techniques in high-stakes interactions.
- Demonstrate professional etiquette and non-verbal communication skills in diplomatic settings.

WHO SHOULD ATTEND

- This course is designed for diplomats, consular officers, embassy administrative staff, and other professionals working in international missions or foreign service roles.

COURSE OUTLINE

Day 1: Foundations of Diplomatic Communication

- Overview of diplomatic communication and its importance.
- Communication models and the sender-receiver dynamic.
- Cultural dimensions affecting communication (Hofstede, Hall).
- Active listening skills and empathetic responses.
- Non-verbal communication: body language, eye contact, and gestures.
- Principles of professional etiquette in embassy environments.
- Introduction to written communication: emails and formal letters.
- Practical exercises: role-play introductions and listening drills.

Day 2: Cross-Cultural Communication and Protocol

- Deep dive into cross-cultural communication theories.
- High-context vs. low-context cultures and their impact.
- Diplomatic protocol: titles, forms of address, and ceremonial language.
- Navigating taboos and sensitive topics across cultures.
- Strategies for building rapport with international counterparts.
- Case studies: cross-cultural communication failures and successes.
- Practical exercise: drafting culturally appropriate diplomatic notes.
- Role-play: cross-cultural negotiation scenarios.

Day 3: Advanced Verbal and Written Communication

- Principles of persuasive writing in diplomatic contexts.
- Structuring diplomatic notes, aide-mémoires, and demarches.
- Public speaking and briefing skills: clarity, tone, and pacing.
- Handling Q&A; sessions and media interactions.
- Conflict resolution communication: de-escalation techniques.
- Difficult conversations: delivering bad news and managing expectations.
- Practical exercise: drafting a diplomatic cable.
- Simulation: conducting a press briefing.

Day 4: Digital Communication and Crisis Management

- Digital communication tools: email, secure messaging, and video conferencing.
- Cybersecurity and data protection in diplomatic communications.
- Social media strategy for embassies: engagement and reputation management.
- Crisis communication frameworks: preparation, response, recovery.
- Case studies: embassy crisis communication (e.g., natural disasters, security incidents).
- Crafting crisis messages for different stakeholders.
- Practical exercise: simulating a crisis communication response.
- Best practices for consular digital outreach.

Day 5: Integration, Assessment, and Action Planning

- Review of key learning points and integration.
- Comprehensive simulation: multi-stakeholder diplomatic meeting.
- Peer and facilitator feedback on communication performance.
- Self-assessment against unit standard 114843.
- Creating a personal communication development plan.

- Resources and tools for ongoing learning.
- Final Q&A; and course evaluation.
- Certification and closing remarks.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 25,300.00	R 25,300.00
1	In-House	R 32,900.00	R 32,900.00
1	On-Campus (Pretoria)	R 38,000.00	R 38,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 114843) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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