



SYDNEY SCHOOL OF PROTOCOL

Become a Trainer Global Citizen Certificate Program



The opportunity



Interested in preparing the next generation of Global Citizens?

Who should attend?

If you are either an entrepreneur seeking new pathways, pivoting your career or passionate about learning and want to present mastery sessions on modern etiquette and international protocol, this is the program for you.

Global context

Business etiquette training directly impacts the bottom line because decision makers, colleagues, bosses, clients & prospects will choose to do business with people in whom they have confidence.

It is not just about coping with your cutlery at a foreign banquet. It is how you create a good impression and feel confident in social and business situations – online or face-to-face. University Degrees and expertise do not always guarantee success. How you are perceived can be the real deal breaker.

Research has shown that 85% of job success is attributable to well-developed soft and people skills, as opposed to technical ability. However, soft skills are still overlooked in both academic studies and professional education.

The impact of COVID -19 on the future growth of working environments (including remote work) calls for a need to enhance soft skills for creating new connections & building new relationships.



Who we are

Australia's "go to" experts in modern etiquette and international protocol intelligence.

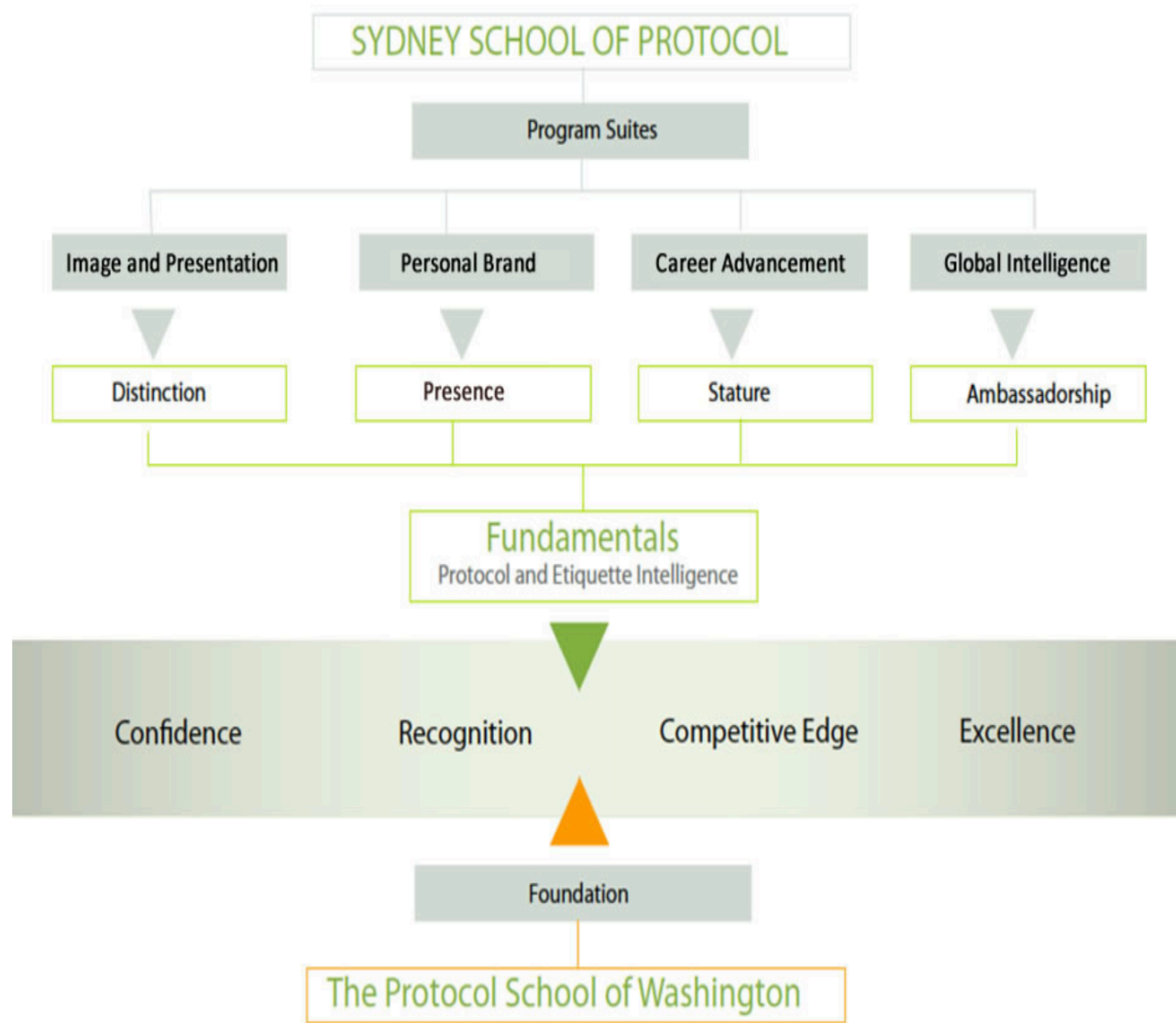
A Global Citizen - Train the Trainer program, uniquely adapted to the needs of the Australian market.

You will gain an opportunity to become an expert in transforming clients with the soft skills for success in business, career advancement, service and life skills.

Experience underpinned by our **Founder/Director** Julie Lamberg-Burnet, a **graduate of the Protocol School of Washington®**.

Julie brings Modern Etiquette, International Protocol and development to individuals and groups to help them **excel in any area of life, including business and social environments.**

SSOP Framework

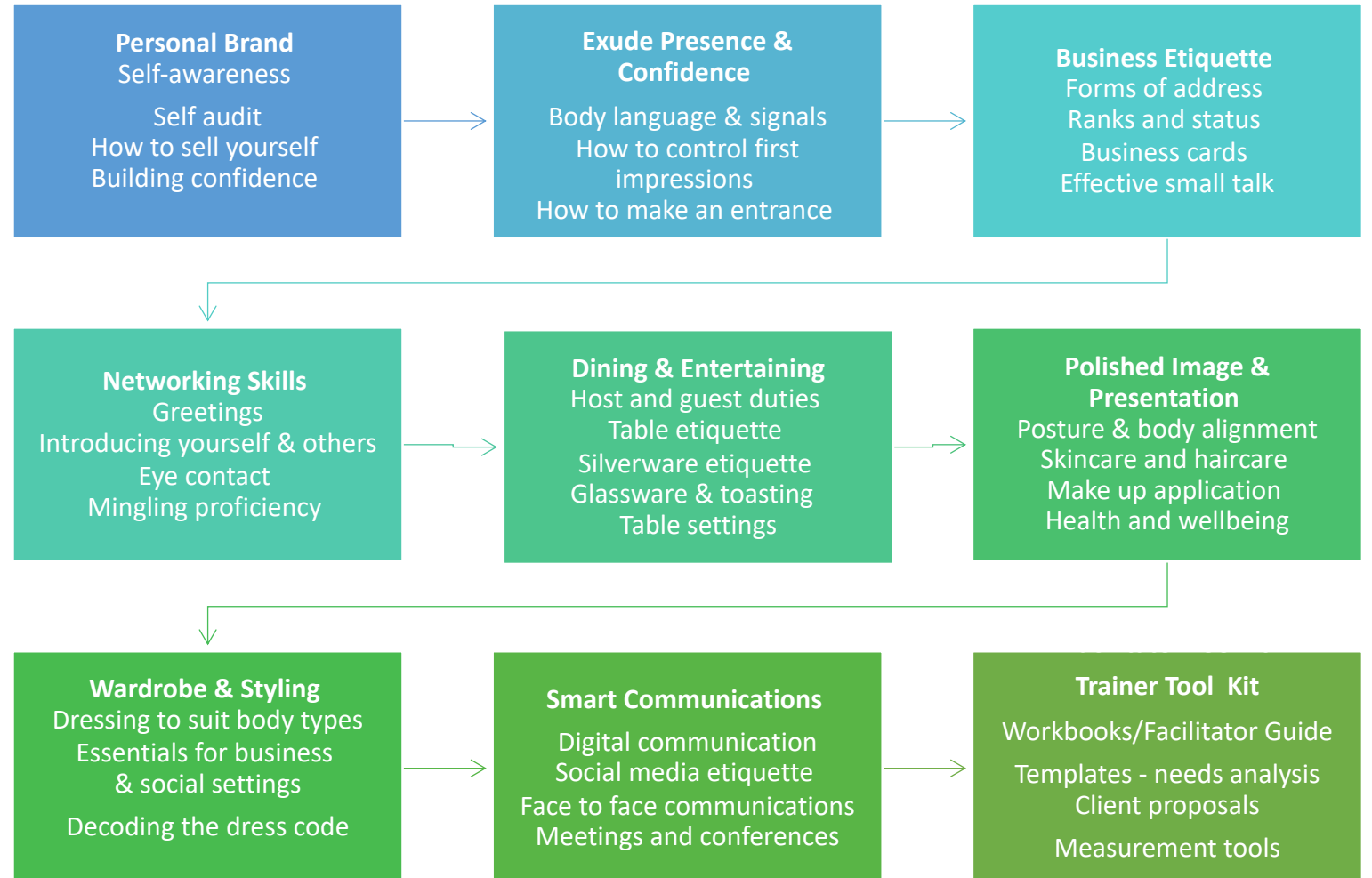




Program overview

- ✓ In-depth learning on current behaviours and accepted practices in protocol and etiquette in an Australian context
- ✓ Intercultural sensitivity and understanding for today's complex environments
- ✓ Training facilitation tools for imparting knowledge to others
- ✓ An understanding of how to assess client training needs to clearly outline learning objectives and expected outcomes
- ✓ Certificates of Completion by the Sydney School of Protocol considered “Trained by the Sydney School of Protocol”
- ✓ Use of SSOP’s Workbooks

Program content



Learning experience



Our approach

Scientific research-based learning

Underpinned by a strong educational curriculum and a well founded scientific and research -based approach. On-line and off-line programs matched to learning and assessment outcomes.

Global expertise

Certified by the Protocol School of Washington - a leading training institution with more than 20 years experience. Sydney School of Protocol programs delivered by accredited professionals.

Engaging & experiential

Evidence based learning designed to meet key outcomes including behavioral change and self - awareness.



Investment

Program Fees include:

Learning & Development Tools

Reference Material/Workbooks/Catering /IT

Training delivered by Industry Expert

Sydney School of Protocol Certificate of Completion - Trained by the Sydney School of Protocol

Tuition Fee: \$10,000 (+GST)

Total Training Hours: 30

Special Offer: \$8000 (+GST) (valid up to June 26th 2027) Total Training Hours: 30
(Option for Off-line &/or On-line)



Julie Lamberg-Burnet

Founder / Director Sydney / Facilitator

A strong educational leader, playing key roles in service strategy, design and development, brands and marketing. As **Head of Customer Experience Delivery at Qantas Airways** Julie drove strategic initiatives to develop a cross company focus, which included creating a Centre of Service Excellence to host all service training and development. 16,000 staff participated in an experiential learning program linking the brand, service and people.

Julie is a graduate of the Protocol School of Washington® and is passionate about bringing Business Etiquette, International Protocol and Customer Service skills development to individuals and groups to help them **excel in any area of life including business and social environments.**

Contact details

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