

MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE
Lesya Ukrainka Volyn National University
Faculty of International Relations
International Economic Relations and Project Management Department

SYLLABUS
of the normative academic discipline
«Diplomatic Protocol and Business Etiquette»

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| Training of | Bachelors |
| Field of study | 029 «International relations» |
| Program subject area | 292 «International economic relations» |
| Educational-professional program | «International business» |

The syllabus was developed on the basis of the bachelor 2020 study program “International Business”, the Standard of Higher Education of Ukraine for bachelors of specialty 292 “International Economic Relations”.

AUTHOR: Viktoria Kukharyk

The syllabus of the course was approved at the meeting of the Department of International Economic Relations and Project Management, record # 1 as of August 31 2021.

Head of the Department:



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SYLLABUS – COURSE CARD

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| COURSE NAME | Diplomatic Protocol and Business Etiquette |
| THE ORGANIZATIONAL STRUCTURE | International Economic Relations and Project Management Department. Faculty of International Relations. |
| PERIOD OF THE COURSE REALIZATION | 5-th semester, 2022-2023 academic year |
| LECTURER | Viktoria Kukharyk |
| CONTACT DETAILS | Kucharyk.viktoria@vnu.edu.ua |
| LECTURER'S COMPETENCIES AND EXPERIENCE | PhD in Economics (Candidate of Economic Sciences), fluency in Ukrainian and Russian languages, English language level B2. Research interests: international economic relations, international business, world economy, project management, economic diplomacy. |
| FORM OF CLASSES | Lectures, seminars |
| CREDITS OF ECTS | 4 (120 hours) |
| FORM OF OBTAINING CREDIT | Exam |
| METHODS AND FORMS OF STUDENTS' WORK EVALUATION (CRITERIA AND FORM OF EVALUATION AND OBTAINING LOAN OF THE COURSE | <p>The final control takes place in the form of an exam, the maximum score is 60 points. The student must pass the exam if he scored less than 75 points during the semester, or if he does not agree with the points he scored. In this case, the points for MCW are canceled, the points for the current control remain.</p> <p>The total amount of points for the course is 100.</p> <p>Assessment and mastering of the course are presented according to the rating scale.</p> |
| EDUCATIONAL DISCIPLINE POLICY | <p>During seminars, evaluation is made in accordance to student's ability to analyze and to transfer the acquired knowledge, re-reading of the information from the paper is prohibited. Each student is personally responsible for academic integrity during the module control work writing, all references to used materials and resources must be made in accordance to true resources.</p> <p>Missed lectures can't be repassed, seminars can be repassed only if there is objective evidence of the student's absence. Deadline for the representation of the module control work and missed seminars is until the day of exam passing. Repassing of the exam is hold in accordance with the approved schedule of the exam period.</p> <p>The maximum number of absences with no acceptable explanation - 2.</p> |
| PURPOSE AND TASKS OF THE COURSE | <p>The main objective of the discipline « Diplomatic Protocol and Business Etiquette» is to provide knowledge and skills on the theoretical and practical foundations of compliance with diplomatic protocol and etiquette, business etiquette.</p> <p>The task of course: to form the ability to apply the principles of diplomatic and consular service, diplomatic protocol and etiquette; to conduct diplomatic and business correspondence (in Ukrainian and foreign languages) with protocol norms observance; to apply international legal and national norms of diplomatic protocol and etiquette; to be aware of Ukraine's national interests in the international arena; to promote students' understanding of the essence and features of business etiquette; to acquaint students with the appearance and behavior features of a business person; to deepen students' knowledge of the principles of business communication.</p> |

COURSE DESCRIPTION

COURSE IS DIVIDED INTO 7 TOPICS DURING THE SEMESTER

(All topics except the 13th are studied during 1 lessons,
the 13th – 2 lessons)

SUPPLEMENTARY LITERATURE

| No. | Topic |
|-----|---|
| 1. | The concept and general characteristics of diplomatic protocol, etiquette, ceremony |
| 2. | Historical stages of diplomatic protocol and etiquette formation |
| 3. | Protocol activities of diplomatic missions |
| 4. | The protocol features of diplomatic relations establishment and termination |
| 5. | Diplomatic Corps |
| 6. | Visits by senior statesmen and their protocol support |
| 7. | Diplomatic visits and their protocol support |
| 8. | Protocol of diplomatic receptions |
| 9. | Basic documents of modern diplomatic correspondence |
| 10. | Protocol on Multilateral Diplomacy |
| 11. | National features of the diplomatic protocol |
| 12. | International courtesy of states |
| 13. | Etiquette of diplomatic receptions, conversations, greetings and recommendations, telephone conversation |
| 14. | Gift etiquette |
| 15. | Appearance of a diplomat and a politician |
| 16. | Workplace and appearance of a business person |
| 17. | Symbol and emblem in business etiquette |
| 18. | Norms of behavior of a business person |
| 19. | Language etiquette |
| 20. | Business communication. Remote business communication |
| 21. | Ethnic features of business etiquette |
| | 1. Конвенція про привілеї та імунітети Організації Об'єднаних Націй від 13 лютого 1946 р. URL: https://zakon.rada.gov.ua/laws/show/995_150#Text 2. Конвенція про привілеї та імунітети спеціалізованих установ ООН від 21 листопада 1947 р. URL: https://zakon.rada.gov.ua/laws/show/995_170#Text 3. Віденська конвенція про дипломатичні зносини від 18 квітня 1961 р. URL: https://zakon.rada.gov.ua/laws/show/995_048#Text 4. Віденська конвенція про представництво держав у їх відносинах з міжнародними організаціями універсального характеру від 14 березня 1975 р. URL: https://zakon.rada.gov.ua/laws/show/995_254#Text 5. Конвенція про спеціальні місії від 8 грудня 1969 р. URL: https://zakon.rada.gov.ua/laws/show/995_092#Text 6. Віденська конвенція про консульські зносини від 4 квітня 1963 р. URL: https://zakon.rada.gov.ua/laws/show/995_047#Text |

MANDATORY LITERATURE

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| 7. | Сагайдак О. П. Дипломатичний протокол та етикет. Навчальний посібник / К.: Знання, 2012.- 380 с. URL: http://194.44.152.155/elib/local/sk779517.pdf |
| 8. | Подворна О. Г. Дипломатичний протокол та етикет: навчальний посібник. Вид. 2-ге: перероб. та доп. Острог: Видавництво Національного університету «Острозька академія», 2020. 218 с. |

EFFECTS OF EDUCATION

| | Effects | The corresponding criterion code (common competencies (CC), professional competencies (PC)) |
|--------------------|---|--|
| Competences | Ability to exercise one's rights and responsibilities as a member of society, to realize the values of civil (free democratic) society and the necessity for its sustainable development, the rule of law, human and civil rights and freedoms in Ukraine | CC 1 |
| | Ability to learn and be modernly trained | CC 3 |
| | Ability to plan and manage time | CC 4 |
| | Ability to communicate with foreign languages | CC 6 |
| | Ability to communicate in official language both orally and in writing | CC 5 |
| | Ability to communicate with foreign languages | CC 6 |
| | Ability to abstract thinking, analysis and synthesis | CC 8 |
| | Ability to be critical and self-critical | CC 9 |
| | Ability to communicate with representatives of other professional groups of different levels | CC 10 |
| | Ability to work in a team | CC 11 |
| | To know and understand of the subject area and to understand the professional activity | CC 12 |
| | Ability to determine the functional features, nature, level and degree of relationships between the international economic relations subjects of different levels and to establish communication between them | PC 8 |
| | Ability to diagnose the research conditions in international economic relations and the world economy in the interdisciplinary combination with political, legal, natural sciences | PC 9 |
| | Ability to justify the use of legal, economic and diplomatic methods (tools) for resolving conflict situations at the international level. | PC 10 |
| | To know the theoretical foundations and to have practical skills of assessment and analysis of the security component of international economic relations. | PC 12 |
| | Ability to communicate at professional and social levels using professional terminology, including oral and written communication in official and foreign languages | PC 14 |
| | Ability to apply methods, rules and principles of the international economic relations functioning for the development of foreign economic activity of Ukraine | PC 15 |
| | Ability to constantly improve the theoretical level of knowledge, to form and effectively use them in practice | PC 16 |

| | Effects | The corresponding criterion code (program study results (PSR)) |
|---------------|---|---|
| Skills | To be responsible to professional self-improvement, to aware the necessity for lifelong learning, to show tolerance and readiness for innovative change | PSR 1 |
| | To have the skills of self-analysis (self-control), to be understandable to representatives of other business cultures and professional groups of different levels (with experts in other fields of knowledge / activities) on the basis of valuing diversity, multiculturalism, tolerance and respect for them | PSR 5 |

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| | To plan, organize, motivate, evaluate and increase the effectiveness of teamwork, to conduct research in a group under the leadership of a leader, taking into account today's requirements and features of in a limited time | PSR 6 |
| Knowledge | Effects | The corresponding criterion code |
| | To determine the functional features, nature, level and degree of relationships between the subjects of international economic relations of different levels and to establish communication between them. | PSR 15 |
| | To demonstrate knowledge about the state of research in international economic relations and the world economy in an interdisciplinary combination with political, legal, natural sciences | PSR 16 |
| | To identify the causes, types and nature of international conflicts and disputes, justify and apply economic, legal and diplomatic methods and means of resolving them at the international level, defending the national interests of Ukraine. | PSR 17 |
| | To understand and to apply current legislation, international regulations and agreements, reference materials, current standards and specifications, etc. in the field of international economic relations. | PSR 19 |
| | To defend the national interests of Ukraine taking into account the security component of international economic relations. | PSR 20 |
| | To understand and to have skills in business protocol and business etiquette in the field of international economic relations, taking into account the peculiarities of intercultural communication at the professional and social levels, using native and foreign languages. | PSR 21 |
| | To recognize the necessity for lifelong learning in order to maintain a high level of professional competence | PSR 23 |
| | To present the results of the research, on the basis of which the recommendations and measures for adaptation to changes in the international environment are developed | PSR 25 |

METHODS OF WORK AND WORKLOAD

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| ECTS credits points (1 ECTS credit point = 30 hours of student work) | 4 |
| General workload (hours) | 120 hours |
| Lectures | 36 hours |
| Seminars | 26 hours |
| Consultations | 8 hours |
| Individual work | 50 hours |
| Elements of student individual work | Number of hours |
| reading literature for classes | 4 |
| constant review of the press and other media | 4 |
| data collection | 8 |
| data analysis and interpretation | 8 |
| research conducting | 8 |
| group work outside the classroom | 8 |
| preparation and writing of MCR | 10 |
| total | 50 |