



Protocol & Diplomacy International – Protocol Officers Association
18th Annual International Protocol Education Forum
Monday, 22 July – Thursday, 25 July 2019
Omni Hotel, San Diego, California, USA

FORUM THEME:

“The Health and Wellness of Your Principal, Your Office and You”

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MONDAY, 22 JULY 2019

Welcome to San Diego – Day 1

Dress for Reception: Business Casual

- | | |
|--------------------------|---|
| Noon – 6:00 PM | FORUM CHECK-IN
<i>Location: East Foyer, Ballroom C, D & E (Fourth Floor)</i>
Note: separate check-in for attendees and guests |
| 3:00 PM | VOLUNTEER MEETING
<i>Location: Salon B (Fourth Floor)</i> |
| 5:00 PM | NEW MEMBER & FIRST TIME ATTENDEE ORIENTATION/WELCOME TO FORUM GUESTS
<i>Location: Salon B (Fourth Floor)</i> |
| 6:00 PM – 8:30 PM | WELCOME RECEPTION AND SILENT AUCTION
<i>Location: Omni National Geographic Gallery (across the street from Omni Lobby)</i>
<i>Master of Ceremonies (MC): Chris Young</i> |

TUESDAY, 23 JULY 2019

Welcome to San Diego - Day 2

Dress: Business

MC: Kevin Gifford-Tinker

- | | |
|---------------------------|--|
| 8:00 AM | Breakfast
<i>Location: Palm Terrace (Second Floor)</i> |
| 8:00 AM | Authors' Corner
<i>Location: Palm Terrace (Second Floor)</i> |
| 8:45 AM | Plenary Doors Open
<i>Location: Ballrooms C, D, & E (Fourth Floor)</i> |
| 9:00 AM - 9:40 AM | <u>SAN DIEGO FORUM PARADE OF FLAGS AND OPENING REMARKS</u> |
| 9:40 AM - 10:40 AM | PLENARY – CONVERSATION WITH MR. STEWART WHEELER, THE CHIEF OF PROTOCOL FROM CANADA
<i>Moderator: Leslie Lautenslager, President, PDI-POA</i> |

SAN DIEGO FORUM AGENDA (as of 20 July 2019)

NOTE: Session topics and/or day of delivery may change.

#pdipoa #protocolforum

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TUESDAY, 23 JULY 2019 (cont.)

10:40 AM - 10:50 AM BEVERAGE BREAK
Location: Grand Ballroom Foyer

BREAKOUT SESSIONS

10:50 AM - 11:50 AM BASICS: TITLES & FORMS OF ADDRESS FUNDAMENTALS
Robert Hickey
Location: Gaslamp #1

BASICS: PRECEDENCE – RESPECT, CUSTOMS & PRACTICES
Kathleen Ryan
Location: Ballroom C, D & E

BEYOND THE BASICS: MENTORS & MENTEES: EXCHANGING AND SHARING
Colleen Rickenbacher
Location: Gaslamp #3

HEALTH: LET THEM EAT CAKE (A REALISTIC APPROACH TO HEALTHY LIVING)
Joel Jenkins
Location: Gaslamp #2

11:50 PM - 1:00 PM NETWORKING LUNCH
Location: Palm Terrace (Second Floor)

1:00 PM - 1:05 PM BREAK/WALK TO BREAKOUT SESSIONS

BREAKOUT SESSIONS

1:05 PM - 2:05 PM BASICS: APPS AND TECHNOLOGY
Melissa Werner
Location: Ballroom C, D & E

BASICS: ELEMENTS OF SEATING: A STUDY OF GUIDELINES FOR MULTIPLE TYPES OF SEATING
April Guice
Location: Gaslamp #1

BASICS: FLAGS TO RICHES: A PRACTICAL GUIDE TO BOOSTING YOUR FLAG GAME
Kim Starfield
Location: Gaslamp #2

HEALTH: DEFINING OUR ETHICS : YOUR VOICE, YOUR EXPERIENCES, YOUR PROFESSION
Chris Young
Location: Gaslamp #3

2:05 PM - 2:15 PM WALK TO NEXT BREAKOUT SESSION

TUESDAY, 23 JULY 2019 (cont.)

BREAKOUT SESSIONS

- 2:15 PM - 3:15 PM** **BASICS: THE CHARACTERISTICS OF A GOOD PROTOCOL OFFICER**
Mark Verheul
Location: Ballroom C, D & E
- BASICS: PROTOCOL ON COLLEGE CAMPUSES – IT’S NOT ACADEMIC**
Florine Postell
Location: Gaslamp #1
- BEYOND THE BASICS: WHEN HORRIBLE THINGS HAPPEN, HOW DO WE RESPOND**
Bryn MacPherson & Barbara Sullivan
Location: Gaslamp #2
- HEALTH: SO YOU ARE ALWAYS TENSE, TIGHT OR STRESSED; HOW TO REDUCE PHYSICAL TENSION AND IMPROVE YOUR HEALTH**
Hope Laman
Location: Gaslamp #3
- 3:15 PM - 3:35 PM** **SNACK/BEVERAGE BREAK**
Location: Grand Ballroom Foyer
- 3:35 PM - 3:45 PM** **WALK TO BALLROOMS C, D & E**
- 3:45 PM – 4:15 PM** **PLENARY – CIVILITY RULES – PRESENTED BY SHELBY SCARBROUGH – FOUNDER OF PRACTICAL PROTOCOL**

FREE EVENING OR SIGN UP TO DINE WITH A RESTAURANT GROUP

WEDNESDAY, 24 JULY 2019

Welcome to Day 3

Dress: Business for Sessions/Casual with walking shoes for the Zoo

MC: Lydia DeAngelo & Saeed Al-Salkhadi

- 8:00 AM** **Breakfast**
Location: Palm Terrace (Second Floor)
- 8:00 AM** **Authors' Corner**
Location: Palm Terrace (Second Floor)
- 8:45 AM** **Plenary Doors Open**
Location: Ballrooms C, D, & E (Fourth Floor)
- 9:00 AM** **FORUM DAY 2 - - - WELCOME & ANNOUNCEMENTS**
- 9:20 AM - 10:20 AM** **PLENARY – CREATIVE FORCES: FOSTERING COMMUNITY, HEALTH AND WELLNESS THROUGH ART**
Panel: Sara Kass, Liz K. Freeman, Bill O'Brien, Melissa Walker, Megan Wong, Rebecca Vaudreuil
- 10:20 AM - 10:30 AM** **BEVERAGE BREAK**
Location: Ballrooms C, D & E Foyer
- BREAKOUT SESSIONS**
- 10:30 AM - 11:30 AM** **HEALTH: HEALING WRITING**
Bill O'Brien & Sara Kass
Location: Ballroom C, D & E
- HEALTH: HEALING ARTS**
Melissa Walker
Location: Gaslamp #1
- HEALTH: HEALING MUSIC**
Megan Wong
Location: Gaslamp #2
- HEALTH: HEALING BY DANCE/MOVEMENT**
Liz K. Freeman
Location: Gaslamp #3
- 11:30 AM – 11:45 AM** **BREAK/WALK TO LUNCH**
- 11:45 AM - 12:45 PM** **NETWORKING LUNCH**
Location: Palm Terrace (Second Floor)
- 12:45 PM - 1:00 PM** **BREAK/WALK TO BALLROOM C, D, & E**
- 1:00 PM – 2:00 PM** **PLENARY – DR. MICHAEL BREUS – BOARD CERTIFIED SLEEP EXPERT (THE SLEEP DOCTOR)**

WEDNESDAY, 24 JULY 2019 (cont.)

- 2:00 PM - 2:10 PM** **BEVERAGE BREAK/WALK TO BREAKOUT SESSIONS**
- 2:10 PM - 3:10 PM** **BASICS: HOTEL/VENUE CONTRACT NEGOTIATING**
Sandy Carney Alves
Location: Gaslamp #1
- BASICS: PROTOCOL TRIVIA PURSUIT**
Kathleen Ryan
Location: Gaslamp #2
- BEYOND THE BASICS: I'M SORRY TO TELL YOU THIS BUT IT'S NOT ABOUT YOU – IT'S ABOUT YOUR CUSTOMER**
Susan Turner
Location: Ballroom C, D & E
- 3:10 PM - 3:40 PM** **BREAK/CHANGE CLOTHES/LOAD BUSES**
- 3:40 PM - 4:00 PM** **TRAVEL TO THE ZOO**
- 4:00 PM - 6:00 PM** **PLENARY - INTERNATIONAL DIPLOMACY AND CONSERVATION**
Moderator: Christina Simmons
Panel:
The Importance of Relationships to Panda Conservation: Carmi Penny
The Role of Zoos at CITIES: Wendy Bulger
International Education and Communications Outreach: Debra Erickson
San Diego Zoo Global in Kenya; Nadine Lamberski DVM
- 6:00 PM - 9:00 PM** **ON YOUR OWN AT THE ZOO**
Food concession will be available for dinner
- 7:00 PM** **FIRST BUS BACK TO OMNI HOTEL**
(BUSES WILL SHUTTLE AT 7:00 PM, 8:00 PM, 9:00 PM)
- 9:00 PM** **LAST BUS BACK TO OMNI HOTEL**

THURSDAY, 25 JULY 2019

Welcome to Day 4

Dress: Business

MC: Bert Gillott

- 7:30 AM **Breakfast**
Location: Palm Terrace (Second Floor)
- 7:30 AM **Authors' Corner**
Location: Palm Terrace (Second Floor)
- 8:00 AM **Plenary Doors Open**
Location: Ballrooms C, D, & E (Fourth Floor)
- 8:30 AM – 9:10 AM **FORUM DAY 3 - - - WELCOME & CELEBRATING PDI-POA MEMBERS**
- 9:10 AM – 9:15 AM **WALK TO BREAKOUT SESSIONS**
- 9:15 AM - 10:15 AM **BASICS: IT'S A SMALL WORLD FULL OF HUGE OPPORTUNITIES**
Susan Turner
Location: Gaslamp #1
- BASICS: STIMULATING ENERGY AT WORK WITH THE MARGERISON-MCCANN**
TEAM MANAGEMENT SYSTEM
Valerie Dalati
Location: Ballroom C, D & E
- BEYOND THE BASICS: MOVING TOWARD RECONCILIATION MINDFULLY**
INCORPORATING ABORIGINAL PROTOCOLS WITH OUR CAMPUS PROTOCOLS
Eilis Courtney
Location: Gaslamp #2
- HEALTH: DEFINING OUR ETHICS : YOUR VOICE, YOUR EXPERIENCES, YOUR**
PROFESSION
Chris Young
Location: Gaslamp #3
- 10:15 AM - 10:30 AM **BEVERAGE BREAK**
- BREAKOUT SESSIONS**
- 10:30 AM - 11:00 AM **WHO RUNS THE WORLD? MEMBERS!**
Attend a Committee Info Session to learn more about how members shape and successfully contribute to the Association.
- COMMUNICATIONS: *Hope Laman***
Location: Gaslamp #1
- CONTINUING EDUCATION AND PROFESSIONAL DEVELOPMENT: *David Nelson***
Location: Ballroom C, D & E
- EVENTS: *Melissa Werner***
Location: Gaslamp #2
- MEMBERSHIP / MEMBER BUDDIES: *Rachel Best***
Location: Gaslamp #3

THURSDAY, 25 JULY 2019 (cont.)

- 11:00 AM - 12:10 PM **NETWORKING LUNCH**
Location: Palm Terrace (Second Floor)
- 12:10 PM - 12:20 PM **BREAK/WALK TO BREAKOUT SESSIONS**
- 12:20 PM - 1:20 PM **BASICS: THE ART OF GIFT GIVING**
Lindsay Kirchinger
Location: Gaslamp #1
- BASICS: SIGNING CEREMONIES & AGREEMENTS**
Louis Dussault
Location: Gaslamp #2
- BEYOND THE BASICS: DIPLOMACY IN ACTION – IT’S NOT ABOUT THE RULES, ITS ABOUT THE PEOPLE**
Lanie Denslow
Location: Gaslamp #3
- HEALTH: PLAYING TO STRENGTHS; WORKPLACE TIPS FOR A HEALTHY TEAM**
Darin Pfeifer
Location: Ballrooms C, D & E
- 1:20 PM - 1:30 PM **WALK TO BALLROOMS C, D, & E**
- 1:30 PM - 2:30 PM **PLENARY – CREATING DISNEY’S PROTOCOL MAGIC – PRESENTED BY MARK DAVID JONES - PRESIDENT, SMALL WORLD ALLIANCE, INC.**
- 2:30 PM - 3:00 PM **CLOSING CEREMONY – GOODBYE SAN DIEGO, HELLO MONTREAL**
- 3:00 PM - 3:30 PM **BREAK AND CHANGE CLOTHES FOR CLOSING RECEPTION**
- FREE EVENING – *Unless attending Closing Reception (see below)***
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For those who have registered for the Closing Reception...

The Closing reception is an event for Forum attendees and guests at Hotel Del Coronado.

Pre-Registration is required. For information check with the Registration Chair, Danny Darnell, pdipoa@gmail.com

THURSDAY, 25 JULY 2019

- 3:30 PM **BOARD BUSES/DEPART FOR HOTEL DEL CORONADO**
- 4:00-6:00 PM **CLOSING RECEPTION**
Note: MAKE YOUR OWN DINNER RESERVATIONS AT HOTEL DEL CORONADO OR CORONADO ISLAND RESTAURANTS
- 6:00 PM **FIRST BUS BACK TO THE OMNI**
- 8:00 PM **FINAL BUS BACK TO THE OMNI**