



Protocol & Diplomacy International – Protocol Officers Association  
12<sup>th</sup> Annual International Protocol Education Forum  
29 July – 1 August 2013  
InterContinental Chicago Magnificent Mile • Chicago, Illinois

*Unless otherwise noted, all functions are in the **InterContinental Chicago Magnificent Mile***

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**Monday, 29 July 2013**

*Dress: Business Casual*

12:00 – 4:00 p.m.     **Early Forum Check-In**  
*Alhambra*

**Concurrent Roundtable Sessions (Industry Colleagues)**

- 2:00 – 3:00 p.m.     **1- Military & Defense Contracting**  
*Illinois Room*  
**Ms. Kay Leonard**, *Chief of Protocol (JSOU), Headquarters USSOCOM*  
**Ms. Donna Hampton**, *Senior Protocol/ Events Rep, Lockheed Martin Missiles & Fire Control*
- 2:00 – 3:00 p.m.     **2- Business, Finance, Economic Development & Entrepreneurship**  
*Illinois Room*  
**Mr. Michael Lynn**, *Director of Exhibitions, Events & Protocol, L-3 Communications Integrated Systems Group*  
**Ms. Cynthia McDowell**, *Director of Conventions & Meetings, National Stone and Gravel Association*
- 3:00 – 4:00 p.m.     **3- National Government**  
*Illinois Room*  
**Mr. Richard Rodgers**, *Senior Visits Officer, British Embassy, Washington*  
**Ms. Kellie Robinson**, *Veterans Health Administration, Department of Veterans Affairs*
- 4:00 – 5:00 p.m.     **4- Sub-National Government**  
*Illinois Room*  
**Ms. Chris Morriss**, *Director of Int'l Relations & Chief of Protocol, Office of the Oklahoma Secretary of State*  
**Mr. David Attree**, *Protocol Officer & Coordinator for Business Delegations, Office of International Relations & Protocol, Government of Ontario, Canada*
- 4:00 – 5:00 p.m.     **5- Academia**  
*Illinois Room*  
**Ms. Eilis Courtney**, *Director of Ceremonies, University of British Columbia*  
**Ms. Melissa Werner**, *Director of University Ceremonies, Arizona State University*
- 4:00 – 7:00 p.m.     **Forum Check-In and Silent Auction Registration**  
*Renaissance Ballroom Foyer*
- 5:30 – 6:30 p.m.     **New Member/First-Time Forum Attendee Orientation**  
*St. Clair Room*  
**Ms. Ann Beard**, *Founder, PDI-POA*  
**Mr. Chris Young**, *President, PDI-POA*  
**Ms. Monica Earley**, *Vice President for Membership, PDI-POA*
- 6:30 – 8:30 p.m.     **Welcome Reception & Silent Auction \***  
*Renaissance Ballroom*

*\* A portion of the proceeds from the Silent Auction will be donated to **Share Your Soles**, a non-profit organization whose mission is to provide gently worn shoes to those in greatest need around the world.*

## **Tuesday, 30 July 2013**

*Dress: Business*

- 7:15 – 8:15 a.m.      **Continental Breakfast**  
*Camelot*
- 7:15 – 9:00 a.m.      **Continued Forum Check-In**  
*King Arthur Court Foyer*
- 8:30 – 9:00 a.m.      **Welcome / Parade of Nations**  
*King Arthur Court*      **Mr. Chris Young**, *President, PDI-POA*  
      **Ms. Diane Brown**, *Principal, Protocol Solutions, LLC*
- 9:00 – 10:00 a.m.      **Opening Session**  
*King Arthur Court*      **Ambassador Capricia Penavic Marshall**, *U.S. Chief of Protocol*
- 10:00 – 10:15 a.m.      **Group Photograph**
- 10:15 a.m.              Break  
*Upper 5<sup>th</sup> Floor, Outside Breakout Rooms*
- 10:30 – 11:40 a.m.      **Concurrent Breakout Sessions – I**  
*Michigan*              **1- Protocol Basics: Flags**  
                              **Ms. Sonia Garza-Monarchi**, *President, Garza Protocol Associates*
- St. Clair*                **2- Best Practices in Protocol: Working with Local Governments**  
                              **Ms. Barbara Sullivan**, *Chief of Protocol, City of Toronto*
- Illinois*                **3- Damage Control and Service Recovery: What to Do When Things Go Wrong**  
                              **Mr. Chris Young**, *Executive Director, The Protocol School of Washington*
- Ohio*                    **4- 21st Century Reality: Understanding & Leveraging Social Media**  
                              **Mr. Dave Nelson**, *Special Events Coordinator, Foundation for the National Archives*
- Noon – 1:30 p.m.      **Lunch**  
*Camelot*                **Welcome from the City of Chicago**  
                              **Ms. Jenny Cizner**, *Assistant to Mayor Rahm Emanuel*  
                              **Introduction of PDI-POA Officers**  
                              **Mr. Chris Young**, *President, PDI-POA*
- 1:50 – 3:00 p.m.      **Concurrent Breakout Sessions – II**  
*St. Clair*                **5- Developing & Maintaining a Protocol Budget**  
                              **Ms. Deanea LeFlore**, *Executive Director, Houston Office of Protocol & Int'l Affairs*  
                              **Ms. Courtney Eaves**, *Manager, Protocol & Customer Relations, Lockheed Martin Corporation*
- Illinois*                **6- Military Ceremonies**  
                              **Ms. Monica Earley**, *Chief of Protocol, HQ, Air Force Special Ops Command (AFSOC)*
- Ohio*                    **7- Advance Work: Secrets of Hotel Site Visits, Selection & Contract Negotiations**  
                              **Ms. Sandy Carney-Alves**, *President, Carney-Talley Management*  
                              **Ms. Gemma O'Halloran**, *Corporate Events Manager, Alltech*
- Michigan*              **8- Cost Saving Strategies for Events**  
                              **Ms. Diane Brown**, *Principal, Protocol Solutions, LLC*

## **Tuesday, 30 July 2013** (cont.)

- 3:00 p.m. Break  
*Upper 5<sup>th</sup> Floor, Outside Breakout Rooms*
- 3:15 – 4:30 p.m. **COOPERATION VS. CONFRONTATION: Panel – Can Protocol & Security Professionals Actually Work Together?**  
*King Arthur Court*
- Mr. Tom Corcoran** (Moderator), *Manager of Travel & Visits, Embassy of Australia*  
**Mr. Cathal Lucy**, *Special Assistant to the Agent in Charge, Chicago Field Office of U.S. Secret Service*  
**Mr. Scott Collins**, *Special Agent in Charge, Chicago Field Office of the Diplomatic Security Service*  
**Commander Judith Martin**, *Special Events & Liaison Unit, Chicago Police Department*
- 4:30 – 6:00 p.m. **Reception**  
*Camelot*  
Open House & Reception hosted by 2013 President's Circle Sponsor, The Protocol School of Washington
- Evening At Your Leisure  
*Connect with your colleagues and enjoy an evening free to take in the delights of Chicago.*

## **Wednesday, 31 July 2013**

*Dress: Business*

- 7:15 – 8:30 a.m. **Continental Breakfast and Author's Corner**  
*Camelot*  
*Meet with peers; book signings by PDI-POA authors*
- 8:45 – 9:00 a.m. **Announcements**  
*King Arthur Court*
- 9:00 – 10:10 a.m. **THE LOOK OF PROTOCOL: Translating the Meaning of Business, Casual, Formal & Everything in Between**  
*King Arthur Court*
- Ms. Lanie Denslow**, *Principal, World Wise Intercultural Training*  
**Ms. Sonia Garza-Monarchi**, *President, Garza Protocol Associates*
- 10:15 a.m. Break  
*Upper 5<sup>th</sup> Floor, Outside Breakout Rooms*
- 10:30 – 11:40 a.m. **Concurrent Breakout Sessions – III**  
*Michigan*
- 9- Herding Cats: Motorcades Transport & Other Delegation Movements**  
**Mr. Tom Corcoran**, *Manager of Travel & Visits, Embassy of Australia*
- Illinois* **10- Technology Toolbox: Apps, Websites and Programs for Protocol & Event Professionals**  
**Ms. Rachel Best**, *Manager of Int'l Events, Wisconsin Economic Development Corporation*
- Ohio* **11- Career Development and Advancement – Academia & U.S. Federal Government**  
**Ms. April Harris**, *Associate VP for President University Events, University of Alabama – Huntsville*  
**Ms. Kathleen Ryan**, *Former Chief of Protocol, U.S. Air Force*
- St. Clair* **12- Island Time: Protocol in Bermuda and Trinidad & Tobago**  
**Ms. Wendy Jones**, *Director of Corporate & Government Affairs, The Protocol School of Washington*  
**Dr. Michael Anthony Lilla**, *Court Protocol & Information Officer, Caribbean Court of Justice*  
**Ms. Deborah Pitt**, *Chief of Protocol, Bermuda Government, Cabinet Office*

## **Wednesday, 31 July 2013 (cont.)**

- Noon – 1:30 p.m.      **Lunch**  
*Camelot*      Keynote Speaker: **Ambassador Fay Hartog Levin (Ret.)**
- 1:50 – 3:00 p.m.      **Concurrent Breakout Sessions – IV**  
*Ohio*      **13- U.S. Ethics & Working with the Federal Government.**  
                         **Ms. Christine Bickel**, *Director for Ceremonies & Protocol, Air Force District of Washington*  
                         **Ms. Kathleen Ryan**, *Former Chief of Protocol, U.S. Air Force*
- St. Clair*      **14- Career Development and Advancement**  
                         **Mr. Harlan Lee**, *President/CEO, Harlan Lee & Associates LLC*  
                         **Ms. Melissa Werner**, *Director of University Ceremonies, Arizona State University*  
                         **Mr. Ken Daubenspeck**, *Founder, Daubenspeck & Associates*
- Illinois*      **15- Windows to the World: Everything You Always Wanted to Know About Working with the Consular Corps**  
                         **Ms. Sherri Ferris**, *President & CEO, Protocol Professionals, Inc.*
- Michigan*      **16- Fear Factor No More: Three Steps to Effective Presentations**  
                         **Ms. Kelly Harris**, *Manager for Corporate Protocol, Lockheed Martin Corporation*
- 3:00 p.m.      Break  
*Upper 5<sup>th</sup> Floor, Outside Breakout Rooms*
- 3:15 – 4:30 p.m.      **PLANNING AN INTER-RELIGIOUS OBSERVANCE**  
*King Arthur Court*      **Ms. Leslie Lautenslager** (Moderator), *Executive Assistant, Washington Speakers Bureau*  
                         **Rev. Dr. Stanley Davis, Jr.**, *Co-Executive Director, Council of Religious Leaders of Metropolitan Chicago*  
                         **The Very Rev. Thomas Baima**, *Vicar for Ecumenical & Interreligious Affairs, Archdiocese of Chicago*  
                         **Sr. Rabbi Michael Zedek**, *Emanuel Congregation*  
                         **Ms. Karen Danielson**, *Outreach Director, Muslim American Society - Chicago*
- 4:45 – 5:30 p.m.      **Shuttle Service to the Museum of Contemporary Art**  
*InterContinental East Illinois St. Side Entrance*
- 6:00 – 6:45 p.m.      **CULTURAL DIPLOMACY AND PROTOCOL: Using the Arts to Build Bridges**  
*Museum of Cont. Art*      **Consular Corps Panel**
- 6:45 – 7:15 p.m.      **Reception**  
*Museum of Cont. Art*
- 7:00 p.m.      **Rotating Shuttle Service begins back to InterContinental**

## **Thursday, 1 August 2013**

*Dress: Business*

7:15 – 8:15 a.m.  
*Camelot*

**Continental Breakfast and Author's Corner**  
*Meet with peers; book signings by PDI-POA authors*

8:30 – 9:10 a.m.  
*King Arthur Court*

**Awards & Announcement of 2014 Forum Host City**

9:15 – 10:30 a.m.  
*King Arthur Court*

**POLARIZED PRIORITIES: Protocol & the Press\*\***

**Mr. Robert Hickey** (Moderator), *Deputy Director, The Protocol School of Washington*

**Mr. Thom Clark**, *President, Community Media Workshop*

**Ms. Angelica Amador Meza Calix**, *Communications Director, Mexican Consulate*

**Mr. Tom Alexander**, *Deputy Communications Director, Chicago Mayor's office*

**\*\*NOTE: This session will also be offered as a [WEBINAR](#) for those members of PDI-POA unable to attend the Chicago Forum. An invitation/registration email was sent Thursday, 25 July.**

10:30 a.m.  
*Upper 5<sup>th</sup> Floor, Outside Breakout Rooms*

Break

10:45 – 11:55 a.m.  
*Michigan*

**Concurrent Breakout Sessions – V**

**17- Protocol as a Tool for International Business & Economic Development**

**Mr. Rod Ballance**, *Managing Director, KBR Global Strategies LLC*

**Mr. Leroy Allala**, *Executive Director, Chicago Sister Cities*

*St. Clair*

**18- Diplomatic Privileges & Immunities**

**Ms. Chenobia Calhoun**, *Supervisory Protocol Officer, Office of the U.S. Chief of Protocol*

**Ms. Denise Duclon**, *Regional Director, Chicago Office of Foreign Missions*

*Illinois*

**19- Avoiding Disasters at Dinner**

**Ms. Lanie Denslow**, *Principal, World Wise Intercultural Training*

*Ohio*

**20- What are You Worth? Measuring Your Contribution to Your Organization**

**Mr. Gary Biggs**, *Founding Partner, Protocol Partners – Washington Center for Protocol, Inc.*

**Mr. Larry Dunham**, *Senior Associate, Protocol Partners*

Noon – 1:00 p.m.  
*King Arthur Court*

**Networking Lunch**

1:00 – 1:30 p.m.  
*King Arthur Court*

**PDI-POA Business Session**

PDI-POA president and officers briefly outline association plans for 2013-14.

1:50 – 3:00 p.m.  
*Ohio*

**Concurrent Breakout Sessions – VI**

**21- Packing Like a Pro**

**Mr. Charles MacPherson**, *President & Founder, Charles MacPherson Associates Inc.*

*Illinois*

**22- Follow up on Basic Protocol: A Basic Checklist for Hosting International Dignitaries**

**Ms. Sonia Garza-Monarchi**, *President, Garza Protocol Associates*

*St. Clair*

**23- Green Conferencing: Kermit was Wrong: It IS Easy Being Green**

**Mr. Harlan Lee**, *President/CEO, Harlan Lee & Associates LLC*

*Michigan*

**24- International Showcase**

**Ms. Nikki Krakora**, *President, Krakora Collaborative, Inc.*

**Thursday, 1 August 2013 (cont.)**

- 3:00 p.m. Break  
*Upper 5<sup>th</sup> Floor, Outside Breakout Rooms*
- 3:20 – 4:30 p.m. **It's MORE THAN THE THOUGHT THAT COUNTS: International Gift Giving**  
*Camelot*  
**Mr. Seth Bright** (Moderator), *Director of Client Development, Tiffany & Co.*  
**Ms. Jennifer Hinkson**, *Assistant Registrar, University of the West Indies*  
**Ms. Oriella Goff**, *Director of Air Force Protocol, U.S. Air Force*  
**Ms. Ginger Barnard**, *Protocol Consultant, Ginger Barnard & Associates*
- 4:30 – 5:00 p.m. **Closing Remarks**  
*Camelot*  
**Mr. Chris Young**, *President, PDI-POA*
- 5:30 – 7:00 p.m. **Closing Reception (Dress: Casual)**  
*Boat Tour*  
*Boat tour of Chicago's historic architecture*  
*NOTE: (\$20 per person, pre-paid during forum registration.)*

**PDI-POA would like to thank our sponsors for this year's Forum:**



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