Mastering Protocol is Marrying Knowledge with the Art of Grace Under Pressure

By Andy Karellas [1]
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Many state leaders participate in international trips, education exchanges and foreign delegations in their states and districts. Understanding the proper protocol to guide interactions with foreign visitors is key to overcoming intercultural communications barriers and building relationships with overseas contacts. During this session, experts discussed the proper protocol for meeting with foreign delegations, including proper greeting and business card exchanges and how to conduct business meetings and other events.

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Sponsored by the CSG International Committee

Presentation by Shannon V. Shellenberg, Deputy Director, California Senate Office of International Relations

Speaker Biography:

Shellenberg has served as the deputy director of the California State Senate’s Office of International Relations since 2001. She has welcomed thousands of officials from more than 130 countries to the California State Capitol, arranging their meetings and activities, and has acted as lead staff on more than 25 delegations to countries as diverse as Egypt, Iceland and Vietnam. She serves as an officer and treasurer of the California International Relations Foundation, a nonprofit corporation established by the Senate to further the exchange of economic, educational and cultural information between government leaders of foreign countries and members of the California Legislature.

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