

Uganda Delegation



Delegation Contacts	Name	Role		
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LO Contact				
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	Date	Time	Event	Location
			Arrival at YYC	YYC Airport
	Sunday, September 17th	16:00	Arrival at Mayors Reception	MacLeod Hall – Telus Convention Centre
	Sunday, September 17th	18:00	Arrival at Opening Ceremonies	Telus Convention Centre
	Monday, September 18th	17:30	Arrival at Ministerial Reception	Fairmont Palliser
	Monday, September 18th	17:45	White Hat Ceremony Minister Group Photo	Fairmont Palliser – Oval Room
	Monday, September 18th	18:00	Ministerial Reception Program Starts	Fairmont Palliser – Crystal Ballroom
	Tuesday, September 19th	17:15	Canada Night Event - Ticketed	Nutrien Western Event Centre
	Tuesday, September 19th	20:00	Arrive at Cirque de Soleil Event	Loy 6 – Stampede Park
	Wednesday, September 20th	10:15	Ministerial Session – MS10	Auditorium 1 – BMO Centre
	Thursday, September 21st	14:45	Closing Ceremonies	Big 4 Main Hall A&B
			Departure from YYC	YYC Airport

Legend	
Common Event	
Country Specific Event	

Ministerial Session – MS10	
Date	Wednesday, September 20th
Time	10:15 – 11:15
Location	Auditorium 1 – BMO Centre
Session Title	Uganda
Session Description	

Protocol Tips: Uganda

As the liaison officer hosting the official delegation from Uganda, you will require cultural sensitivity and respect. Here are some key considerations to keep in mind:

Research and Preparation: You will find the biography of the leader of your delegation in this Handbook. Please feel free to research the delegation's background, including the individuals' positions and roles. Understanding their specific interests and objectives will help you tailor your interactions effectively.

Formal Greetings and Respect: Address delegation members using appropriate titles and honorifics, such as "Honorable," "Mr.," or "Mrs./Ms." Handshakes are common in Ugandan culture but wait for delegation members to initiate. Avoid extensive physical contact beyond handshakes, especially with individuals of the opposite gender. Begin meetings with a warm welcome and expressions of gratitude for their visit.

Communication Styles: Practice active listening and engage in open and patient communication. Maintain good eye contact during conversations to convey respect and engagement. Use a friendly and open body language to create a welcoming atmosphere.

Dress Code: Dress professionally and modestly. Business attire is typically appropriate.

Business Etiquette: Build relationships before delving into business discussions. Small talk is important for rapport. Be patient in conversations and avoid pressuring for quick decisions.

Time Perception: Meetings may start later than scheduled, but arriving on time is still essential to show respect. Be patient and flexible if schedules shift.

Dining and Hospitality: Given that meals such as the opening ceremonies are part of the program, inquire about any dietary restrictions or preferences within the delegation. While dietary inquiries were made as part of the delegate registration process the information provided may be incomplete. Be prepared to guide delegation to meal options wherever possible. Please note that in most cases these will be the vegetarian option.

Privacy Concerns: Always ask for permission before taking photographs, especially of delegation members, as privacy is important to Ugandans.

Cultural Taboos: Avoid pointing at people or objects with your index finger, as it can be considered impolite. Be cautious when discussing sensitive topics such as politics, ethnicity, and religion.

Language Tips

The official languages of Uganda are English and Swahili. Here are common phrases in Swahili that a Liaison Officer might find useful when interacting with Ugandans:

Hello - "Jambo" or "Habari" (both are common greetings)

Welcome - "Karibu"

Please - "Tafadhali"

Thank you - "Asante" (commonly used, similar to "Thank you" in English)

Yes - "Ndiyo"

No - "Hapana"

Goodbye - "Kwaheri" or "Salamu" (a more informal way of saying goodbye)