

Senior Leaders

Brigadier General (BG) Eugene LeBoeuf, Commander, U.S. Army Africa/Southern Europe Tasks Force (USARAF/SETAF) and Senior Responsible Officer (SRO) for the U.S. Army in Italy.

Colonello (COL) Umberto D'Andria, Comandante Italiano dell'Installazione (Italian Installation Commander).

Colonel (COL) Erik Berdy, Commander, U.S. Army Garrison in Vicenza, Italy.

Requests, inquiries, gifts

Business, non-profit, and media representatives may approach to request information or inquire about ongoing relations. Refer inquiries to garrison PAO or to USARAF PAO by protocol.

Review the U.S. Army media smart card. The golden rule is to speak about what you know and make no promises. PAO, 0444-71-8345.

If presented a gift for the senior leader, it is acceptable to accept small and token gifts. Please defer larger or monetary gifts, and contact the Staff Judge Advocate, 0444-61-8819.

Working with interpreters

At most events, an interpreter is not required, because there is no speaking role. An interpreter may be assigned if speaking role is required.

When speaking through the interpreter, maintain eye contact with the Italian speaker. Speak in a few short sentences at a time, and allow the interpreter time to speak the translation.

Rehearse common scenarios beforehand - introductions, referrals, requests, and commendatory remarks. Review the roster of attendees and review the correct titles.

Referral Protocol

Industry, businesses, and non-profits

Refer local business contacts to marketing, Ms. Beatrice Giometto at 0444-61-7992.

Refer media inquiries to USAG public affairs office (PAO), 0444-61-8031.

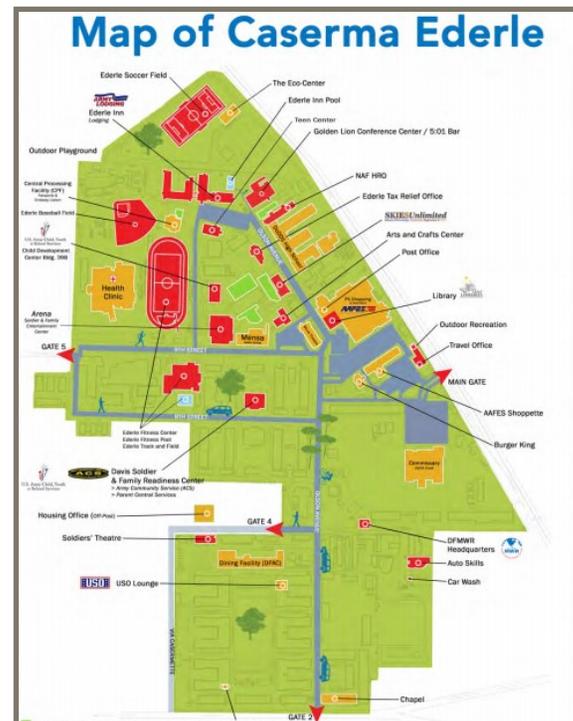
Government civilian/military officials

Refer local or regional officials to community relations, Ms. Anna Ciccotti, 0444-61-8009.

Refer national officials to host nation relations assistant, Ms. Angela Balbo, 0444-61-8355.

Refer media contacts/inquiries at the national level to USARAF/SETAF PAO 0444-71-8345.

Refer Italian military contacts the Italian Installation Commander's office, 0444-61-8386.



Representing the U.S. Army

At local, community, provincial, regional, national events, including bilateral and multilateral meetings.



Historical ceremonies and commemorations call to mind the shared history between Americans and Italians.



Local and community events

The Garrison Commander (GC) participates in cultural, and historical events by governments and associations to maintain relations in communities.

Provincial and regional events

The GC attends regional events to strengthen the ties between American and Italian communities, and between representatives.

National and bilateral events

The Senior Responsible Officer (SRO) attends events endorsed by the Italian government or the U.S. Embassy in Firenze, Milan, Naples.

Multi-lateral events

The SRO attends multi-lateral events by invitation, and when endorsed or required by the U.S. Embassy and U.S. European Command.



Connecting with hosts and guests at events

Be informed. Research the event and the major participants. Develop a quick references of political, geographical, historical and cultural notes as well as protocol—titles, forms of address, rank, greetings, common gestures, office etiquette, major holidays.

Be culturally intelligent: watch, listen, learn, apply and adapt.

Be modest and more formal in dress, table manners, conversation, and body language.



Advancing diplomatic relations, event by event

Beware the temptations of wit and the dangers of humor; failures can lead to misunderstanding.

When deciding what to wear on an ordinary day remember that it may bring unexpected demands.

Do not speak for too long. Try not to use a text; the audience is more likely to stay awake.

Be flexible, tolerant, open to new ideas and don't take offense easily. If nothing nice can be said, say nothing at all.