

## Protocol During Time of Remembrance

*By FCW Consulting*

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*FCW Consulting looks back on 9/11/11 memorials and the protocol that needs to be followed during times of remembrance*

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NYC - 9/11/11 was a somber day and a joyous day all wrapped into one. The memories of such a tragic date in history remind us of the loved ones that were lost, but also of the courage of those that were present to survive and help those in need.

Being human means we all at some point experience the death of loved ones as well as bear witness to the death of others we do not know. Fiona Cameron-Williams, founder of FCW Consulting and a protocol & etiquette expert, reminds us how our every gesture, word and deed during days of remembrance should be gently chosen to best serve the grieving as well as be most reverent for the occasion.

"Offering a simple word of sympathy and condolence to anyone who grieves can be comforting. Please don't be fearful that you don't know the "right" words... there are no right words. Sharing a kind word to show you care is enough", says Leslie Lautenslager, a close friend of Fiona who had first hand experience.

Whether for funerals of loved ones or for memorial services on a national or international stage, sober dress is always most appropriate. Leslie elaborates: "Although gone are the days where all mourning attire had to be black, it is still considered best to dress in a fashion that reflects the somberness of the occasion and in a way that does not cause offense to those grieving.

Sometimes the "ministry of presence" - where no word is spoken - is the kindest gift of all in times of mourning. Simply standing by a loved one, a friend, a colleague, and sometimes most especially a stranger, is often all the appropriate comfort needed".

In attending remembrance services, like attending funerals, respect the traditions of the occasion even when the traditions may not be yours. The protocol of any situation often entails knowing and following many rules. Let us know that the protocol of remembrance can be summed up simply: "Be Kind".

To view 1 minute video from above the 9/11/11 memorial : <http://www.youtube.com/user/FCWconsulting>

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FCW Consulting is a NYC based firm providing private residence & hotel consulting services in any location desired by clients. Specialties include protocol & etiquette, training and recruitment. <http://www.fionacameron-williams.com>

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