

Human Resources Management - Occupational Health and Safety courses were delivered at HQ and missions. Managers were invited to take part in the *Amendments to Canada Labour Code Part II*. Two-hundred and forty six employees completed the *Orientation to DFAIT* course. An on-line tutorial was developed to facilitate *FSD Administration*.

LES In-Canada Program - Close to 200 LES came to Canada to take part in six different LES courses. A new course was developed for receptionists to assist them in carrying out their duties as the first point of contact for mission clients.

Integrated Management System - The program was redesigned to more specifically meet the requirements of various target audiences - Accountants and Assistant Accountants at missions, Management Consular Officers, Mission and HQ Materiel Management staff, Managers and Administrative Assistants and AMA staff.

Information Management and Technology - Following a six month trial of outsourcing training on the Corel Suite it was decided to return to in-house delivery. A number of courses were developed for specific applications: *Connex* for managing contacts, *Export Import Control System*, *Ministerial Correspondence Management System (MCMS)*, *Electronic Questions and Answers System (EQAMS)* to 559 employees, *Information Technology Asset Management System (ITAMS)* to 362 employees, five modules of *CATS* to 158 participants and the on-line *Outlook Web Access*.

We also participated in the *Info Bank* project which will be introducing a structured approach to the classification, distribution and retrieval of documentation. It will initiate more efficiency and standardization. Sixteen pilot sessions were delivered. We are also working on the Model Office Project which explores approaches to working more effectively, both individually and within a group. Based on an IMT Efficiency Assessment tool, work units are provided with customized individual and group training. The training addresses the effective use of SIGNET desktop tools to manage work group information and ensure corporate knowledge transfer.

Learning Events - *DG Forums* were provided on various subjects including the Role of Cities in the Canadian Federation, Media Perspective on Canada-US Relations, Canada in the World, Northern Ireland, etc. Lectures in the form of brown bag lunches dealt with a variety of topics. The *Savvy Series* continues to be well received and two more topics were added to the curriculum: *Grip on Grammar* and *Mastering the Message*.

Management Development - Management development courses were delivered to all levels of managers. In response to staff comments received in the annual learning surveys, a component on "assisting employees with identifying their training needs" has been added to all management courses. Managers will also have access to on-lines tools providing guidance for managers preparing for an interview, as well as for general human resource practices and leadership. There was a lot of time and effort devoted to organizing the two Managers' Forums (April and November 2002) and the production of follow-up reports and communication.

A *Supervisory Development Course* was specifically designed for FSDPs and featured the use of simulation technology to create representative scenarios in which to challenge the participants in making decisions.

