

New and Improved Services from Human Resources Streamlined Staffing

Acutely aware of the need to improve access to information and guidance on many important personnel issues, Human Resources has made it a priority to address this issue. Two recent innovations are certain to improve the efficiency and reduce the time it takes to staff positions.

In 1998, a streamlining staffing committee was formed in order to help simplify and expedite the DFAIT staffing process. The committee now includes: Suzanne Laporte, ADM, Human Resources; Jim Crandlemire, Director General, Human Resources Policy and Operations Bureau; Ginette Baker, Deputy Director, Human Resources Policy Division; Mireille Klett, Acting Chief of Staffing, Human Resources Policy; Pat Jezewski, Director, Staffing and Classification; Guy Saint-Jacques, Director, Assignments Division; Marjorie Ravignat, Co-ordinator of Executive Services; Randy Kondo, Area Management Advisor, Trade and Economic Policy; Alan Kessel, Director, United Nations, Criminal and Treaty Law Division; Anna Biolik Director, Market Support Division/ Director International Business Opportunities Centre; David Lee, Special Coordinator for Haiti and Advisor for the Management of the International Security and Cooperation Business Line; Michael Brock, Director, Mexico and Inter-American Division; Gordon Houlden, Director, Eastern and Southern Africa Division; Philip MacKinnon, Director, Western Europe Division; Richard Renaud, Director, Area Management Office- Europe, Middle East and Northern Africa and Greg Graham, Director Planning, Program Analysis and Budgeting Division.

The committee recently recommended a series of improvements, two of which are currently being implemented. The first is the creation of an electronic tracking system for Human Resources Action Requests. This system will enable managers to enter an action request electronically instead of filling out the EXT 1690 form manually. The system is now being piloted.

The second recommendation was the preparation of a Simplified Staffing Guide for managers. This document is expected to be ready for distribution in hard copy and via the Intranet by late Spring, 2000. This Guide is a user-friendly, condensed version of the complete staffing process and is written in such a way as to make it easier for managers to follow the major steps involved in staffing positions. Both the Complete and the Simplified Staffing Guide will be available in electronic format on the Human Resources Intranet site at the following address: <http://intranet.lbp/department/spd/menu-e.asp>



Photoline: Some members of the streamlining staffing committee, from the left, back row: David Lee, LGX; Michael Brock, LMR; Philip MacKinnon, REO; Patrick Jezewski, HRS; Jim Crandlemire, HRD. Front row: Anna Biolik, IBOC; Ginette Baker, HRP; Marjorie Ravignat, DCD; Mireille Klett, HRP; Randy Kondo, EAM .

Learning as a Management Tool

Speed Reading Course a Must

As an officer who has developed a training course and manual and who is committed to taking courses herself, Anne Argyris is familiar with learning.

Ms. Argyris, deputy director in the United States Business Development Division (URT), was responsible for developing a trade officer training course and reference manual on market intelligence and how to provide it to clients. She worked with CFSI in delivering the course across Canada and has won an award for her work. As a result of this experience, she is very committed to training and needs assessment.

She also tries to take courses when she can get away from her office. The most recent, - speed reading, - was a huge success for her.

"Officers are always overwhelmed, and speed reading is a way to cope," says Ms. Argyris who, like everyone, has to deal with long e-mailed attachments that may or may not be relevant. The system taught in the one day intensive course, with a two-hour follow up, offered by Bob Carrière, makes reading much faster and more efficient. "Mr. Carrière has the course down to an art," she says. "People can usually be away from the office for one day, so this course becomes possible for many."

On the other hand, the two-week mid-managers course she took was much more of a problem. The first time she enrolled, she had to cancel because of other work commitments. The next year she enrolled again. "I noticed that after two or three days, people were absent from parts of the course. It is just too long to be

away from the office. It is very difficult for managers who will lose an officer for two weeks. Some of the content is very important but the length should be cut down to make it less time-consuming."

Ms. Argyris feels that the overriding challenge for CFSI will be to provide courses that keep up with the changing times, such as training on e-mail protocol. "Just because it is easy to send 100 pages of attachments and copy 20 people, should we not think twice before we do so?"

She also plans to participate with CFSI in the development of future courses for US officers in areas such as investment training and contact development as well as courses for newly hired officers in the US. She took part in a focus group on delivering PMI at the US posts and was also involved in yet another major project, the Canada-USA Business Women's Summit for 230 women owners of businesses. It was a one week event in Toronto and was a huge success. But not all women can get away from their business for a week and so Ms. Argyris has been involved in the development of a virtual training program for small businesses, as the US is the training ground for small and medium enterprises (SMEs) to begin exporting.

She was also taking CFSI's language maintenance in Mandarin but finding two hours a week for lessons turned out to be more difficult than the course itself. She has opted to study on her own time.



Anne Argyris, now deputy director in URT, received an award in her previous assignment from Robert Wright(DMT) for her work in developing and delivering the market intelligence training for the Department.