

## CHAPTER 2 - Highlights of FY 2001-2002 Achievements

### Activities and Services

The fiscal year 2001-2002 represented a very active period for CFSI. Following are highlights of the Institute's major projects and achievements.

**Translating COSO sub-committee on learning report into practical guidelines/programs for DFAIT:** The Government's Committee of Senior Officials (COSO) through its Sub-committee on Learning and Development has published a booklet setting out proposals and guidelines for promoting learning in the Public Service. The response in DFAIT was to initiate work on a departmental learning policy. The Director General of CFSI is a member of the Network of Learning and Development Institutes which has been created as a support group to the Deputy Minister Level Committee on Learning and Development.

**The DFAIT learning policy** was developed to reflect the expanding role learning is playing in today's changing environment. A draft policy was validated by focus groups representing all employee groups and levels. The policy was approved by the Executive Committee in January 2002 and announced in May 2002.

**Production of a Managers' Handbook:** The Human Resources (HR) Handbook for Managers at Headquarters is designed to familiarize managers with the staffing process, the management of employees and handling employee departures. As the HR administration is undergoing rapid change, the Handbook is a work-in-progress. Updates will be immediately reflected in the Intranet version, while the paper version will be reissued periodically as required.

**Guide to Preparing for an Interview for Managers:** An e-manual tool was produced on CFSI Virtual which includes practical, hands-on exercises for polishing interview skills. It shows how to assess strengths and weaknesses; how to identify and summarize experiences that will interest interviewers and how to stage a "mock interview".

**Production of a Guide on developing competencies in the Foreign Service Development Programme:** A guide for new officers and their supervisors was developed to help them implement the new competency-based approach to training and on-the-job learning of the Foreign Service Development Programme. This guide provides various tools to develop learning relationships, facilitate the development of competencies and helps supervisors to enhance officers performance (feedback and coaching techniques).

**Mentoring:** CFSI took on the responsibility of the Mentor Programme for new foreign service officers. More than 75% of the 65 FS officers recruited in 2001 benefited from this programme which is designed to help them adapt to the organization and pursue their career at DFAIT.

**Managers' Forum:** As part of CFSI's support for modern management, it responded to the Executive Committee's decision to hold a Managers' Forum. A detailed preparatory process began in the autumn of 2001 with the Forum taking place on 11 April 2002. CFSI subsequently prepared a detailed report to all employees. CFSI also quarterbacked a follow-up Action Plan, approved by Senior Management and subsequently published.