

2. Communications:

You said: "We want more feedback from HQ on the tasks we are asked to perform"

We are committed to better communication through a variety of outputs.

Since the 2000 Employee Survey, we have:

- ensured more regular communications between staff and senior management, such as:
 - my Chief Trade Commissioner Rendez-vous with employees on 24 May, 2001, including voice-mail messages to Trade Program Managers; and
 - interviews on Radio-HORIZONS available on MITNET to all staff worldwide

Leaders: John Gero, Roger Ferland

Starting: Spring, 2001

- added resources to the Post Support Unit, which has handled 2,000 post cases since its creation, so that it now will be able to post more best practice content on the HORIZONS intranet site

Leader: Peter MacArthur

Starting: April, 2001

We are:

- committed to communicate priorities, key tasks and developments of interest to you. A Communications Plan is being developed for that purpose

Leader: Ken Sunquist

Starting: July, 2001