

Message from the Director General of CFSI

The role of the Canadian Foreign Service Institute is to help Departmental employees work better. This function is part of a continuum that begins with their being hired, assigned, appraised and promoted. In short, training is part of human resources management and the Department is spending a great deal of time and money to get its HR function right.

In the training area we have noticed that managers and employees frequently do not have enough information available on the opportunities that exist. Also, misunderstandings arise concerning what training can do (and cannot do).

To fill this information gap, we are launching *Savoir-faire*, a monthly newsletter. *Savoir-faire* will go beyond training. We hope to report on foreign service careers, on life-long learning in the Department and on new developments in the HR function generally.

Finally, we need your feedback. *Savoir-faire* will be published in both paper and electronic form. If you have ideas about the contents and its overall reporting direction, please drop us a note. We wish to get information to you in a way that is appealing. To help us do that, please fill out the enclosed short questionnaire.

A.C. de Hoog

Getting Oriented New Direction for DFAIT

The Centre for Corporate Services Learning (CFSS) is making sure the 400 new employees this year at DFAIT are going to be welcomed properly from now on.

Michael Carroll, professional development manager at CFSS, discovered in a survey conducted last year that people new to DFAIT wanted more information on the structure and role of the Department and they wanted a tour of the Pearson Building. Many had never been welcomed or greeted.

That has changed. All new people at DFAIT, whether permanent, casual, term, contract or on secondment, are invited to go to the SERV Centre to receive a handbook and view an orientation video, *Working for Canada... At Home and Abroad*. Later they are given a one-day orientation course which includes a greeting from an ADM and a tour of the Pearson Building.

"We want to make people feel comfortable in the Department," said Mr. Carroll who, with Jocelyne Jetté, runs the orientation every second Thursday of the month in English and every third Thursday in French. "We are trying to assist managers by helping employees," he said. This fits in with the new Human Resources Development Strategy adopted by DFAIT.

New employees also register for SIGNET-related training and a security course with Personnel Security and Security Education (ISDT). Naturally, the new arrival must meet with his or her manager to discuss work-related issues, meet colleagues and take a tour of the immediate work area.

The employee will be asked to validate the usefulness of the orientation program.

Editor-in-chief:

Louise LaRocque

Writer/Editor:

Suzanne Friedlaender

Coordination:

Joanne Charron

Photos:

Steve Johnson, Max Photography

Ron Panthaky, BCS

Jean-Pierre Leduc, CFSM

Where to reach us:

Canadian Foreign Service Institute – CFSI
944-0011

Centre for International Affairs Learning
and Management Development – CFSD
944-7763

Centre for Corporate Services Learning – CFSS
944-0616

Centre for Language Training – CFLS
953-4751

Centre for Intercultural Learning – CFSC
997-1197

Centre for Management Services – CFSM
994-7182



Printed on Recycled Paper



New employees at DFAIT pause during an orientation session at the Pearson building. These sessions are offered by CFSS every month.