

doc
CA1
EA163
2001E57
EXF

.b3749629 (E)
.b3749630 (F)

THE CANADIAN
TRADE COMMISSIONER
SERVICE



LE SERVICE DES
DÉLÉGUÉS COMMERCIAUX
DU CANADA

Canada

2000 Employee Survey Chief Trade Commissioner 2001 Action Plan

This 2001 Action Plan has been developed in direct response to your feedback obtained in the 2000 Trade Commissioner Service Employee Survey. This summer, I sent each of you a personal copy of the Survey results. This Plan targets "Priority Action Areas" you told us were the most important for your satisfaction at work. These areas include:

1. Leadership
2. Communications
3. People Focus
4. Workload
5. Professional Development
6. Information and Technology

Below, we detail over seventy specific commitments that address these issues area-by-area, including those launched since we completed the 2000 Employee Survey. As with the last Action Plan in 1999, to ensure accountability, we identify clearly the leader and time-frame related to each commitment. In 2002-2003 I will be reporting back to you on our progress in meeting these commitments prior to the next TCS Employee Survey in 2003. Much of this response can be found in elements of the "New Approach @ Work" announced in May, 2001 and available on your HORIZONS intranet site. The *New Approach @ Work* responds to two rounds of Employee and Client Surveys between 1998 and 2000.

John Gero
Assistant Deputy Minister
International Business and
Chief Trade Commissioner
Department of Foreign Affairs and International Trade

November 14, 2001