

# 1. HIGHLIGHTS OF CFSI ACHIEVEMENTS

## 1.1. CFSI Achievements

**Learning Policy** - Following an endorsement by the Executive Committee, a Learning Policy was published in May 2002. An action plan was developed and implemented which included the design of templates and tools to assist individuals and divisions with the completion of learning plans. To date, we have worked with sixteen HQ divisions and one mission to complete learning plans, with others at the development stage.

A Managers' website is under development to provide comprehensive tools on all aspects of a manager's responsibility whether at headquarters or abroad. Managers will also be sensitized to their role in encouraging and supporting the learning of their employees through greater emphasis of this component in management development courses. This recent action is in direct response to SIE recommendations resulting from comments made by employees in annual surveys.

Working with e<sup>3</sup> managers, we have designed and implemented a handover process to more effectively transfer knowledge when PERPA employees change positions.

**Core Competencies** - In response to the increase in FS recruitment, there were three *FSDP Introductory Sessions* with 126 participants, including a few from Immigration Canada. The new recruits also took part along with other Departmental employees in the *Oral Communication* course which received extremely positive feedback from participants. Employees also learned how to *Write Strategically for DFAIT* and acquired *Negotiation Skills*. An e-manual on "Developing Competencies on the Job" was prepared for the FSDPs.

Distance learning courses such as *Client Services* and *Communication and Interpersonal Skills* were delivered through the use of various technologies including on-line advisors and teleconferencing.

**Financial Management** - AS recruits took part in the core financial courses. There was a rollout of the *Salary Management System* training to 307 employees, 46% of which were at mission. An e-learning tutorial on the *Travel Directive* was developed and accessed by 299 employees. This tutorial has been adopted as a model for other federal departments. An on-line tutorial was also developed to help employees who deal with *Grants and Contributions*.

**Foreign Language Training** - Foreign language training was provided to a greater number of employees, specifically in the maintenance and professional proficiency programs. Maintenance training covered 13 languages with a larger number of participants in the Spanish classes. Social Integration training was provided in 23 languages this year. An extensive needs analysis was completed during the year and will become the foundation for a review of training plans, course materials and classroom activities. A new immersion program in German was piloted during the year and will become an integral part of training to the General Professional Proficiency level as is the case in Spanish, Italian, Japanese, Arabic and Mandarin.

