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# Savoir-faire

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ON THE INTRANET: [HTTP://INTRANET.LBP/CFSI/SAVOIR-FAIRE/SF-T-O-C-E.HTM](http://intranet.lbp/cfsi/savoir-faire/sf-t-o-c-e.htm)

## New LES Learning Strategy

*Focus on Effectiveness*

A new Locally Engaged Staff (LES) training strategy has been introduced that will enhance the knowledge, skills and effectiveness of this DFAIT group.

"LES represent 55 per cent of departmental employees," says Adriaan de Hoog, Director-General of the Canadian Foreign Service Institute (CFSI) that will implement the training program. "Many LES have substantive program responsibilities, including representing Canada. Others face increasingly complex management, financial or administrative tasks. It is important that they be able to perform their jobs at the highest possible level of effectiveness, for personal satisfaction and for mission efficacy."

Last June, DFAIT Deputies, in response to Human Resources Strategy recommendations of the champions and specifically LES Champion Margaret Huber, announced that CFSI would implement a new learning program for LES.

"LES training has taken place for years with consular and international business development programs," says Mr. de Hoog. "But this strategy is a concerted effort to respond to needs of the whole LES population."

There are three dimensions to the program. The distance learning program includes web-based training (CFSI's Virtual Campus), computer-based training packages (CBTs), paper-based courses, e-mail study programs, computer conferencing and video conferencing. Mission-based training, with the support of CFSI, includes any group training that takes place at the mission, the individual development training program and the outside working hours training program. In addition, reference material such as orientation videos on working with Canadians, on DFAIT and on other job aids is being developed and will be sent to the missions. The In-Canada program, so successful in six pilot projects, will train 180 to 200 LES a year.



The LES Training Coordination Committee met on May 17: standing, from the left, Vivien Ratcliffe, CFSM, Mark Legault, PAM, Roger Bélanger, TCS, Maureen McGovern, SRM, Peter Houlton, SAM, Nicole Francoeur, HAM, Robert Desjardins, HRP, Thomas Vulpé, CFSC, Armande Audet, HRL, Louise LaRocque, CFSD, Suzanne Chartrand, JPDT, Joanne Mantha, CIDA, and Lyne Guèvremont, ISDT; seated: Stuart Bale, UAM, Alice Power, CFSS, Adriaan de Hoog, CFSI, and Leslie Toope, CIC.



Seventeen locally engaged Head of Program Assistants came to the Bisson campus in Hull March 14 to March 24 for a two-week in-Canada training session delivered in French. Included in the courses were topics such as understanding cultural differences, writing techniques, client service, oral communication, managing information technology, stress management, professional development with CFSI and the virtual campus. Presentation of certificates at the end of the program was made by Margaret Huber, Director General for North Asia and Pacific Bureau (PND) and Champion for the LES.

Those attending were: Delphine Romba, Niamey; Charlotte Douevi, Ouagadougou; Blandine Eboussi, Yaoundé; José St-Gelais, Abidjan; Nathalie Potvin, Boston; Emanuella Paul, Port-au-Prince; Marie Bonneville, Washington; Christine Briscoe, Washington; Julie Boudreau, Washington; Liette David, Geneva; Martine Caumont, Paris; Christine Geysen, Brussels; Myriam Garcia, Madrid; Thérèse Laatar, Tunis; Patricia Strussione, Rome; Clara Silva, Lisbon; and Jamila Bentamou, Rabat.