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## LOCALLY ENGAGED STAFF IN-CANADA PROGRAM

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### **LES – ACCOUNTANTS AND ASSISTANT ACCOUNTANTS**

10 days

IC0551

This course deals with an overview of the government's financial system, a review of accrual accounting and IMS, FSDs, hospitality and travel directives. In order to better manage these tasks in the work environment, core skills are also included such as cultural awareness and client service.

**Population:** Locally Engaged Staff Senior Accountants and Assistant Accountants

**Mode of Delivery:** In-Canada Classroom

### **LES – ASSISTANTS TO HEADS OF PROGRAM**

10 days

IC0121

This course deals with writing skills, hospitality, travel directives, computer software skills, high level visits and protocol, managing information, oral communication, team work, stress management, client service, time management and cultural awareness. One day is set aside for program-related meetings.

**Population:** LES Assistants to Heads of Program

**Mode of Delivery:** In-Canada Classroom

### **LES – POLITICAL/ECONOMIC AND PUBLIC AFFAIRS OFFICERS**

5 days

IC0651

This course is designed to help locally engaged political/economic and Public Affairs officers from Canadian missions obtain both recent information on policy priorities and improve their skills in communication and analysis.

**Population:** Locally engaged PERPA officers in Canadian missions. Participation by invitation further to consultation with geographic bureau and missions

**Mode of Delivery:** Classroom

### **LES – PROPERTY AND MATERIEL MANAGERS AND ASSISTANTS**

10 days

IC0351

This course deals with property and materiel issues, contracts, leases and core training with modules on delivering quality service, cross cultural awareness and team work.

**Population:** Locally Engaged Staff responsible for Property & Materiel Management

**Mode of Delivery:** In-Canada Classroom

### **LES – RECEPTIONISTS**

8 days

IC0721

This course deals with understanding Canada and our Department, intercultural effectiveness, client service, telephone skills and etiquette, dealing with difficult clients, dealing with security issues in the reception area, managing priorities, accessing electronic information, stress management, teamwork, and computer software skills.

**Population:** LES receptionists

**Mode of Delivery:** In-Canada Classroom