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### Locally-Engaged Staff

- Are locally-engaged staff informed of Canada's objectives and capabilities?
- Are they empowered to act with that knowledge?
- Were they integral to setting objectives?
- Can they be involved in the planning process?
- Do you know how to get the *most* out of your locally-engaged staff?
- Do Canada-based officers monopolize contacts with Canadian business? With Headquarters?
- Do locally-engaged officers monopolize contacts with the local business community?
- Have you reviewed the previous appraisals of your locally-engaged staff?

### Communication and Conflict Management

- Have you met individually with your staff?
- How have you ensured that your team has a clear understanding of its tasks?
- How do you ensure that your messages are communicated adequately to your staff? Do you hold regular staff meetings?
- Are you aware of any cross-cultural communication issues that would apply to your locally-engaged staff? Are you trained to deal with these?
- What methods are you using to resolve conflicts or tensions among your staff?
- How does your staff interact with other sections? Are there any problems?

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*Listening is as important as speaking.*

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### Morale

- Are you and your team enthusiastic about your work?
- Does each person feel pride in being a member of the team?
- Is your team confident, committed and optimistic?
- Are there any obvious problems?
- Are they affecting performance?
- What are the causes of the problems (e.g. personal, financial, classification, interpersonal, over- or under-worked, etc.)?

### Staff Performance

- Are there recognition and rewards for individual and team accomplishments?
- Are there any obvious problems with performance? What are the causes?
- Can the situation be turned around?
- Is the firing of current staff or hiring of new staff an option?
- When required, can your staff work effectively as a team?