

Following-Up with Customers

To stay involved with and solicit ongoing feedback from customers by:

- keeping customers up-to-date about decisions that affect them;
- seeking the comments, criticisms and involvement of customers; and
- adjusting services based on their feedback.

Technical Competencies

Networking

To cultivate an informal network which may help to “get things done” through:

- developing contacts with people within the Embassy and the consulates, within the Canadian and Mexican governments and within the Canadian and Mexican business communities;
- using networks as a source of information and support; and
- maintaining contacts through periodic visits, telephone calls, correspondence, and attendance at meetings and social events.

Demonstrating Technical and/or Professional Expertise

To act as a professional and/or technical resource to customers by:

- keeping up-to-date knowledge in specialized priority sector areas;
- keeping up-to-date market information in priority sector areas; and
- translating technical scientific jargon to common language.

Making Business Decisions

To use business-related data to report effective and timely market information and intelligence to Canadian business communities and government officials by:

- systematically gathering relevant business information;
- identifying the strengths and weaknesses of a particular priority sector areas;
- recognizing opportunities or threats and acting on them rapidly; and
- using business facts collected in daily decision-making to support Canadian customers.

Using Financial Information

To understand and apply financial data in a way which furthers your goals by:

- understanding the meaning and implication of key financial performance measures; and
- using financial information and other analytical tools to evaluate threats and opportunities for future Canadian business expansion in Mexico.