

2. Competency Development Activities

- Canadian sectoral capabilities

2.1 Working as a Team (All Phases)

- Clarification of new roles
- Cultural differences and how to use them to advantage
- Leadership
- Setting up mechanisms and/or strategies to support team members and team work

2.2 Customer service (Phase 2)

- How to market Canadian services and products to Mexicans
- How to create and maintain effective relationships with clients

2.3 Personal Management Skills (Phase 2)

- Time management
- Setting priorities

2.4 Communications (Phase 3)

- How to make effective presentations and speeches
- How to negotiate