

1. Leadership

You said: "The Department should be consistent with what it says, and what it does"

Dept. of Foreign Affairs

Min. des Affaires étrangères

SEP 27 2005

Since the 2000 Employee Survey, we have:

Return to Departmental Library
Retourner à la bibliothèque du Ministère

- taken concrete steps to ensure that senior management supports New Approach principles, including:
 - as the Chief Trade Commissioner, I have presented results of the *New Approach @ Work* Blueprint, the Client and Employee Surveys, the concept of a "Virtual Trade Commissioner" and this Action Plan to the Department's Executive Committee (Deputy Ministers and Assistant Deputy Ministers)
 - Roger Ferland also briefed Director Generals from the Geographic Branches on the Client Survey results by region.
 - then Deputy Minister Rob Wright sent letters to all Heads of Mission, copying Geographic Branch Assistant Deputy Ministers regarding specific post performance in the Client Survey 2000. I followed this with a Client Survey message on client feedback to all Trade Program Managers

Leader: John Gero, Chief Trade Commissioner

Starting: March, 2001

- set consistency among posts and between programs as the first of four priorities in the Trade Branch business plan for this fiscal year

Leader: John Gero

Starting: March, 2001

- undertaken eleven days of client outreach and programs across Canada led by Minister Pettigrew to promote the Trade Commissioner Service and showcase the New Approach principles with our clients, with Geographics and with International Trade Centres

Leader: Roger Ferland, Assistant Chief Trade Commissioner

Starting: March, 2000

- appointed Roger Ferland as Assistant Chief Trade Commissioner who will dedicate 100% of his time to the *New Approach @ Work*

Leader: John Gero

Starting: Fall, 2001