

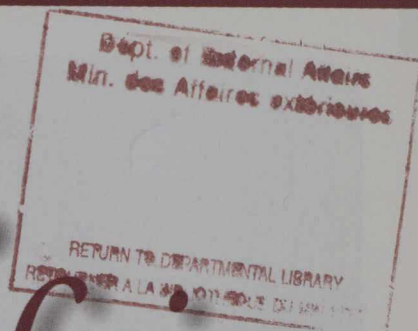
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# Savoir

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CFSI NEWSLETTER JANUARY 2000

## Learning a New Approach

### Trade Commissioner Service Training From the Top Down

Since the last report in the October edition of *Savoir-faire*, training sessions on the "New Approach to Helping Business Abroad" have gained momentum with all levels of the Department engaging in the program.

Jointly planned and delivered by the Trade Commissioner Service-Overseas Operations and CFSI, spin-offs of the original two day course have been developed, and one-day sessions and focused seminars targeting everyone from new recruits to senior HQ staff have been offered. The aim is to bring all parties together and up to speed on the "New Approach."

Using real case studies, the program focuses on the six core services, additional services, client policies and best practices.

"In the short term, we are exploring ways to reach the newly recruited locally engaged commercial officers and assistants who have not had the opportunity to take the course," says Roger Belanger, Deputy Director of TCS Overseas Operations Division. The next step will be to develop new versions of the course which specifically target the job abroad with a view to continue improving our services based on feedback from clients and employees.

We will keep you posted in future editions of *Savoir-faire*.

For more information on these training sessions, contact Maurice Bernier at 944-0037.

## Virtual Campus

### Pedagogy Assisted by Technology

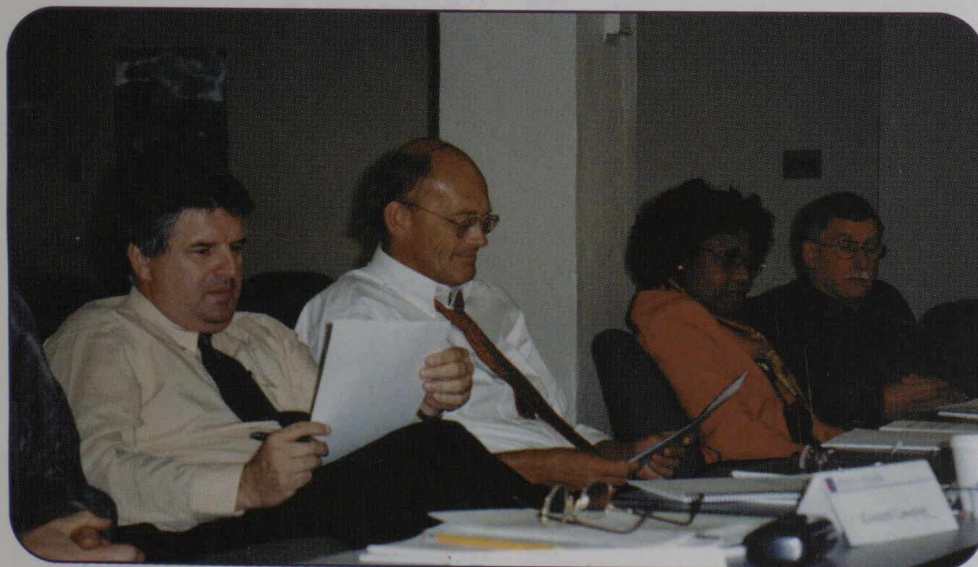
Lucille Lacelle is the heart and soul of DFAIT's web-based training. Young and committed, imaginative and innovative, she has managed to bring virtual learning to employees around the world while adhering to pedagogical principles and the technological infrastructure of the Department.

When the Canadian Foreign Service Institute (CFSI) began, the focus was on headquarters and class-based training. But when the Department wanted to implement a comprehensive training strategy, particularly for locally engaged staff, while containing the increase in training costs, distance-learning was proposed.

The first attempts at distance learning training were paper-based, backed up by videos and training CDs.

"In 1997 the Department looked at web-based training whereby everyone could learn via the Intranet desktop. Intranet was so simple. You could reach everyone, security was built in, and there was no cost since the infrastructure was already in place," says Ms. Lacelle.

DFAIT was the first ministry of foreign affairs in the world to develop and launch a Virtual Campus using web-based technology. After a prototype was tested in 1997, the pilot version was available in February, 1998. It is a joint CFSI/Information Management and Technology Bureau (SXID) undertaking.



William Clarke, ADM, International Business, and Chief Trade Commissioner, takes a course in the New Approach training offered to all trade staff; to his right: Jean-Yves Dionne, HPF, and to his left: Pearl Williams, CPP, and Allan Gillette, SIP.