

*Dealing with Crises*

To respond to crisis situations and work towards resolving problems by:

- identifying potential crisis situations early-on;
- acting quickly to deal with a crisis;
- solving potential problems and negative outcomes in a proactive manner, where possible;
- alerting others who may need to respond quickly to the crisis; and
- learning from the experience so that similar situations can be avoided.

*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 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 specialist priority sector areas;
- keeping up-to-date market information in priority sector areas; and
- translating technical 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 business line;
- recognizing opportunities or threats and acting on them rapidly; and
- using business facts collected in daily decision-making.