
GENERAL CORE COMPETENCIES

DIPLOMATIC WRITING

3 hours

CC0106

This course deals with the three commonly used forms of diplomatic writing today: the diplomatic note, the first person note and the aide-memoire.

Population: All employees at missions

Mode of Delivery: Distance Learning - Self directed

ETIQUETTE AND PROTOCOL

1 day

CC0172

This course is designed to familiarize participants to the basic rules of business and dining etiquette. The restaurant setting will give them an opportunity to put in practice their abilities in a real-life scenario.

At the end of this course, participants will be able to:

- demonstrate the essentials of business etiquette that are appropriate for official functions and business settings;
- explain the general rules of precedence;
- demonstrate appropriate dining etiquette.

Population: All employees who require this specialized training for their jobs

Mode of Delivery: Classroom

MANAGING CONFLICT AND PROBLEM SOLVING

10 hours

CC0707

This course deals with a four-step problem solving process: defining the problem, identifying the constraints, generating solutions and deciding on the best solution.

Population: All employees at missions

Mode of Delivery: Distance Learning - Instructor directed

MEDIA RELATIONS

1 day

CC3101

This course is designed to develop communication strategies when dealing with media. The course is highly interactive and group size is limited to 5 participants. Training is delivered through practical simulations of interviews in state-of-the-art studios.

At the end of this course participants will be able to:

- prepare, conduct and communicate caring and confidence during media interviews;
- structure answers effectively;
- be responsive to questions while bridging over to your messages;
- handle difficult questions.

Population: Employees who deal with the media on a regular basis. This course is offered by request

Mode of Delivery: Classroom