
INTERCULTURAL EFFECTIVENESS COURSES AND SERVICES

ONLINE INTERCULTURAL RESOURCES

CFSC's Web site www.intercultures.gc.ca provides the following resources:

Country Insights

Are you searching for facts on a specific country? Want to know more about the intercultural dimensions of living and working internationally? *Country Insights* offers all that and much more! Come and discover more than 200 countries of the world at *Country Insights*.

Intercultures Magazine

Intercultures is an electronic quarterly magazine that explores international issues from an intercultural perspective. *Intercultures* features interviews with persons from all walks of life, as well as articles, book reviews and useful resources for international workers.

The Library

The library includes articles, reading lists and publications on intercultural topics.

Population: GOC employees, contractors and the general public

PROGRAM MANAGERS ABROAD (CFSD)

5 days
IE0014

As part of pre-posting training for program managers, one day of intercultural effectiveness content is included. Intercultural communication skills are taught through a variety of methods, with application to managing personnel of different cultural backgrounds. A regional resource person offers insights. Courses are offered bilingually.

NB: One day on intercultural effectiveness by CFSC out of a five-day CFSD course

Population: Program Managers going on posting

Mode of Delivery: Classroom

SUPERVISION AT THE MISSION (FSDP/MCOs)

5 days
IE0010

The purpose of this 5-day course is to prepare officers, who are about to leave on their first posting, to take on the responsibility of supervising abroad. Part of the course will focus on supervisory skills including leadership, communication, giving feedback, motivation, performance management, dealing with difficult people, hiring and firing, as well as values and ethics. Another part of the course will focus on learning about intercultural effectiveness in relation to supervision at the mission. A strong emphasis will be put on the development of intercultural competencies, and a country-specific module will give participants the opportunity to have a one-on-one meeting with a resource person from their country of destination that will assist them in adapting to that specific country and culture.

NB: Delivered jointly by CFSD and CFSC

Population: FSDP/MCOs

Mode of Delivery: Classroom