

6.3. TRAINING IN OTHER LANGUAGES

THE PROBLEM

Employees posted to countries where language could be a problem do not have any advance language instruction prior to arrival at the post.

DISCUSSION

Employees are often posted to countries where neither English or French is spoken. They may have to spend an initial period in a hotel before moving into permanent accommodation. Without some language instruction, they find it difficult to cope. For example, some secretaries have reported they were not even able to do something as simple as ordering a meal. Menus were written only in the language of the country, and restaurant employees were unable to speak either English or French. Possibly, a week or two at Berlitz would be all that would be needed to permit one to cope initially. Similar arrangements might be possible for employees being cross-posted.

WE THEREFORE RECOMMEND THAT

Employees posted to countries where neither official Canadian language is used be given at least basic language training prior to leaving for a post. A budget should be provided for this purpose.