

# CANADIAN FOREIGN SERVICE INSTITUTE

## 5. Centre for Intercultural Learning

### CANADIAN FOREIGN SERVICE INSTITUTE

Overview

Centre for Language Training

Centre for International Affairs Learning & Management Development





Centre for Corporate Services Learning

Centre For Intercultural Learning

Management Services



#### ADMINISTRATION & REGISTRATION

#### Delivery Standard

<b>1. Respond to voice-mail and E-mail messages</b>	1 day 
<b>2. Respond to request for information (i.e., documentation, anthologies)</b>	<i>If longer, agree on timeline with client</i> 3-5 days 
<b>3. Respond to request for registration</b>	<i>Form sent within 1 day</i> 
<b>4. Confirm registration</b>	<i>Within 2 days of receipt of registration forms</i> 

#### COURSE OFFERINGS

#### Delivery Standard

<b>1. Intercultural Effectiveness (for DFAIT personnel)</b>	
<ul style="list-style-type: none"> <li>➤ A three-day pre-posting course on intercultural effectiveness</li> <li>➤ Addresses three broad themes: culture (generic and Canadian), culture of the host country, and issues of adaptation</li> <li>➤ Provide reminder (DFAIT pre-departure courses)</li> </ul>	<i>Offered twice in English and twice in French during the spring Pre-Posting Season</i>   <i>3-5 days prior to course</i>
<b>2. Intercultural Effectiveness (for LES)</b>	
<ul style="list-style-type: none"> <li>➤ A half-day module on intercultural awareness within the context of the LES in-Canada training programs</li> <li>➤ Covers the concept of culture, different cultural values, and issues of adaptation to the Canada-based staff who change every few years, as well as to their different work styles</li> </ul>	  <i>Delivered in either French or English</i> <i>Offered at the request of the CFSS/CFSD program manager</i>