

7. Learning and Development

1. Annual Report on DFAIT's Training Performance

In November 2000, the Evaluation Bureau (SIX) and the Canadian Foreign Service Institute (CFSI) presented its Annual Report on DFAIT's Training Performance to the Executive Committee. The results were based on three studies undertaken by SIE, case studies of the Trade and Economic Group of Bureaux (EGOB) and Hong Kong mission, and client surveys in relation to four CFSI courses as well as a diagnostic survey of all staff in DFAIT HQ and missions.

The diagnostic survey completed in February 2000 had a 42% response rate. It provided baseline information on the percentage of DFAIT employees who are aware, have access to, make use of and are satisfied with training and development. Detailed survey results are available on CFSI's Intranet site however some highlights follow:

- 87% of DFAIT staff had some sort of training in 1999 (a high proportion given SIGNET training)
- 42% of DFAIT employees indicated that they were well informed about learning opportunities (59% at HQ and 33% at missions)
- 61% of staff heard about training through e-mail messages and 84% prefer this method
- 35% of staff agree or strongly agree that they can access the training they need (51% at HQ and 26% at missions)
- Major barriers to training identified: work demands (62%), financial constraints (39%) and management (17%)
- 38% of staff are satisfied with the Department's commitment to training and development (47% at HQ and 33% at missions)
- Level of satisfaction with the Department's commitment to training amongst employment types: LES at 35%, Rotationals at 38% and Non-Rotationals at 46%
- Satisfaction is greater for job training needs (37%) than career related training (23%).

The survey will provide baseline information against which future data may be compared. It points to how the organization might pursue an improved level of employee satisfaction and to decide what training initiatives to pursue. This survey will be administered for the next few years. It is part of a strategic approach to better understand the training needs of DFAIT employees.