
You said: “The Department should manage change better”

Since the 2000 Employee Survey, we have:

- on May 24, 2001, launched the *New Approach @ Work* agenda for the next two years

Leader: John Gero

Starting: Summer, 2001

- involved posts in strategic improvement planning, including:
 - held eBusiness vision consultations with posts in spring 2001;
 - produced the *New Approach @ Work* Blueprint report from PricewaterhouseCoopers based on consultations with posts;
 - organized the first Trade Commissioner Service Leading Practice Forum in Canada (March 2001) with staff of all levels from 16 posts to validate the Blueprint;
 - consulted with subject matter experts from posts to develop more effective ways of working (i.e. mapping key processes); and
 - started the implementation of the *New Approach @ Work* with eight teams in place and meetings well underway

Leaders: John Gero and Roger Ferland

Starting: Summer, 2000

- become a Gold Member of the National Quality Institute of Canada to promote the Progressive Excellence Program as an optional improvement tool

Leader: John Gero

Starting: February, 2000