



"Originally from the Chicoutimi region, I completed a finance degree and have had the opportunity to work in accounting and client services in several different cities.

"Since I was a child, my dream has been to work abroad, something which joining External Affairs and International Trade Canada will allow me to do.

"Because I am dedicated to my work and am proud of being Canadian, I hope to give to my colleagues and to the department's clients as much as I receive from them.

"Having worked in finance and administration in the private sector and in the department for several years, I want to learn more about administrative procedures and get a better understanding of public administration. I also want to know more about life and work abroad.

"I am confident that the training I receive at the Institute will help me achieve my objectives by giving me the necessary skills and knowledge."

*Christine Brassard
Administrative officer*

TO ENHANCE PROFESSIONAL SKILLS AND KNOWLEDGE

Starting in the 1940s, new foreign service officers attended lectures and seminars given by senior officials at the "University of the East Block," on Parliament Hill. The Canadian Foreign Service Institute's Professional School builds on this tradition. A new training program for administrative and technical staff began in October 1992, along with a program for entry-level officers. The Institute is also adapting this entry-level curriculum for other junior officers and is developing similar programs for officers at different points in their careers.

The Institute's program for administrative and technical staff will provide the skills and knowledge necessary to increase productivity and the quality of service. Government resource reductions combined with increased automation mean that staff, in order to perform a greater variety of tasks, must possess a wider range of skills. The program therefore offers diverse courses on such subjects as communication skills, time and information management, supervisory skills, problem-solving, and financial and property management. The program is also designed to enhance the career perspectives of administrative and technical staff.

The Canadian Foreign Service Institute has developed more than 40 courses for its career program for entry-level officers. The new officers enrolled in this program complete courses on the international system and on Canada's external relations. As well, they improve their communications and interpersonal skills,

LEARNING HOW TO DEVELOP AND IMPLEMENT POLICY

"The Policy Process" is a three-day course on how public policy is made in Canada, particularly foreign policy. It is offered to all entry-level officers as part of the Canadian Foreign Service Institute's career program. The course was designed by Bruce Doern, a native of Winnipeg and professor of public policy at Carleton University in Ottawa.

Participants learn about how the federal government, Parliament, the provinces, interest groups and the media interact to shape the overall policy process.

Officials who were involved in the actual decisions participate in the course, describing applied case studies of policy making. Examples of such case studies include the "Softwood Lumber Case," on a Canada-U.S. trade dispute, and the "Response to Changing European Security Case," focusing on the end of the Cold War. Among the dynamics examined through such case studies are how interest groups and provincial governments affect foreign policy, and how different government departments interact, sharing expertise and resources.

By raising these kinds of issues, "The Policy Process" course helps officers to more effectively develop and implement policy during their careers, giving them an appreciation of the myriad of structures, processes and interests involved.