
GENERAL CORE COMPETENCIES

ADMINISTRATIVE ASSISTANT DEVELOPMENT PROGRAM (AADP) - PART I - INTRODUCTORY

SESSION

19 days

AD0013

This introductory session is offered to newly recruited administrative assistants and introduces the recruits to the structure and mandate of the department as well as administrative procedures required to perform well as an administrative assistant. Included in this program are courses on departmental procedures and best practices, oral and written communication, regulations on travel and official hospitality, information management technology, management of information, security, security of information, values and ethics, Performance Management Program, counselling services, health and safety and prevention and conflict resolution.

Population: All entry-level rotational Administrative Assistants

Mode of Delivery: Classroom

ADMINISTRATIVE ASSISTANT DEVELOPMENT PROGRAM (AADP) - PART II - PRE-POSTING

SESSION

7 days

AD0014

The pre-posting session is offered to Administrative Assistants departing on posting for the first time. This session complements the introductory session received upon recruitment into the department. It introduces participants to the structure and operations of Canadian missions abroad. This program includes modules on diplomatic bags, official hospitality abroad, team work, communications at mission, diplomatic writing, handover notes, note taking, valued assets management, protocol and security.

Population: All entry-level rotational administrative assistants posted abroad

Mode of Delivery: Classroom

CLIENT SERVICES

12 hours

CC0507

This course deals with the concept of quality client service within DFAIT and in general. Participants will be given a wide range of practical learning activities, which will require them to draw from their own experience in serving clients. They will learn to define their roles as service providers and increase their abilities to identify their client's needs.

Prerequisites: "Communication and Interpersonal Skills" (CC1106)

Population: All employees at missions

Mode of Delivery: Distance Learning - Instructor directed

COMMUNICATION AND INTERPERSONAL SKILLS

12 hours

CC1106

This course deals with verbal and non-verbal communication, voice tone and active listening.

Population: All employees at missions

Mode of Delivery: Distance Learning - Instructor directed

CONDUCTING EFFECTIVE MEETINGS

7 hours

CC1306

This course deals with four key types of meetings, preparing for a meeting, setting up the room, preparing agendas, managing meetings, taking minutes and motivating participants at meetings.

Population: All employees at missions

Mode of Delivery: Distance Learning - Self directed