

Information Management and Technology Training

In 1997, 1,683 participants attended courses available at headquarters on information management and technology. The courses in highest demand were C4, Internet Signet IconDesk and Quattro Pro. Two challenges face the Centre regarding the training on Information Management and Technology for the coming months. First, we must ensure that we perform SIGNET Renewal training effectively and second, address training at missions. Starting early 1999, SIGNET Renewal will bring a new mail package with some collaborative capabilities to the desktop as well as an upgraded suite and graphical user interface. The impact on the operations of the Centre is that roughly 85% of the courses that are delivered now will have to be modified to reflect the changes on the desktop.

Entry-level Programme

In 1997/98, the Centre welcomed its sixth class of entry-level rotational officers. With 47 participants, this was the largest group ever to participate in the programme which was delivered in three tranches comprising core competencies training, job-specific training and the Study Tour of Canada.

CFSP was also busy planning for the introduction in 98/99 of the Foreign Service Development Programme. Combining Canadian Centre for Management Development with CFSI training, it will connect DFAIT more effectively and visibly to the broader Public Service and it will ensure that recruits are equipped with managerial and foreign service skills meeting today's needs early in their career.

Pre-posting Programme

Major progress was accomplished in 1997-98 with the introduction of a new approach to pre-posting training. This year, a study of the various positions to be staffed was undertaken with a view to develop a master profile which guided us in the development of a draft pre-posting programme based on actual jobs. The programme was further refined following individual interviews with employees being posted abroad to discuss their actual training needs. As a result, the programme was well targeted and attendance was high.

Management Development

The Heads of Mission programme remains the most significant single component of the pre-posting training effort and a major element of the CFSP Management Development curriculum. For the first time this year, HOMs were provided with a comprehensive guide outlining the role, responsibilities and where they can turn for support in carrying out their responsibilities.

The "Managing Program and Staff Abroad" course was well attended this year. It was delivered twice to 50 participants. Other management development courses were offered and the "Management Orientation Programme" for middle managers was redesigned based on La Relève competencies as they apply to DFAIT. This course has been recognized by the inter-departmental community as one of the best of its kind.

Individual Training

The Individual Professional Training and the Outside Working Hours Programmes were very popular this year with both CBS and LES, rotational and non-rotational employees. They not only provided employees with the opportunity to access just-in-time training tailored to their specific needs, but also to continue their own personal and professional development as employees in the foreign service.

A Few Statistics

In fiscal year, the Centre provided 33,223 days of training to 4,315 participants. This is almost twice the level of activity registered last year. The Centre had 15 employees at the beginning of the year and 18 employees at the end of the year. We used the services of 170 private sector training experts and hundreds of DFAIT subject matter experts. Our reference level budget was \$2.6 million and we received \$270,000 in incremental resources. (See Annex II for details).

"I was pleasantly surprised by the quality of the training. It is very useful to be able to share the experiences of colleagues who have had to assume such responsibilities before. It helped me focus on my future role as HOM".

Extract from evaluation forms.