

Learning Strategies

Required CFSI Courses

- **Middle Management Development Programme**
Learning Highlights
 - ↳ Roles and Responsibilities of a Middle Manager
 - ↳ Establishing Relationships - One-on-One
 - ↳ Working in a Diverse Workplace and Managing Conflict
 - ↳ Establishing Relationships - Organizational
 - ↳ Project Planning
 - ↳ Empowerment/Motivation
- **Managing Staff Abroad**
Learning Highlight
 - ↳ Supervision of locally engaged employees
- **Managing Programmes Abroad**
Learning Highlights
 - ↳ Managing large programmes and Canada-based staff
 - ↳ Acting as chargé in the absence of the Ambassador

Suggested Readings

- *Caught in the Middle*, Lynda C. McDermott (Prentice Hall Trade, 1992)
- *The Profession of Management*, Peter D. Drucker (Harvard Business School Press, 1998)
- *Working with Emotional Intelligence*, Daniel Goleman (Bantam Books, 1998)

Websites

- Access the *Leadership Pages* through learnnet.gc.ca/eng/lrncentr/index.htm

Assessment Instruments

- Adversity Quotient (www.doogee.com)
- Emotional Quotient
- Myers-Briggs Type Indicator (CFSP)

PSC Courses Available

- **Management Development Program** (T419 - Training & Development Canada)
- **Learning for Leadership** (T926 - Training & Development Canada)