

Curriculum was presented to and endorsed by Executive Committee. The principles of modern management are woven into each curriculum through the focus on ethics and values, roles and responsibilities, planning for results, identifying and managing risks and linking monitoring to results.

An e³ learning curriculum is being developed which will focus on sharing best practices and on replicating e³ know-how through a variety of mechanisms including courses, retreats and on-line learning. The on-line course *TCS Basic Training on Client Service* provides lessons, exercises and tools on the six core services.

A good number of our activities relate to the priority **Effective, integrated, client-centred service enabled by information technology and a professional workforce**. Classroom training, organizational development interventions, on-line training and tools, our participation in the Info Bank and Model Office projects, intercultural training, official and foreign languages, Client Service courses, and many other CFSI activities support this priority.

A new e-learning resource titled *Inter-Source* provides cultural, historical and geographical information that is essential for both professional effectiveness in a country of assignment and successful adaptation to a new culture. It can be accessed by employees through CFSI's intranet site.

CFSI hosted a number of dignitaries and counterparts from other countries including India, Ukraine, Vietnam, the United States, Dominican Republic, Egypt, Algeria, China, Pakistan, Cuba, Afghanistan, Jordan, Turkey and the United Arab Emirates who expressed an interest in active cooperation in the area of training.

