

WE THEREFORE RECOMMEND THAT

1. *A greater emphasis be put on the development of effective writing skills, and that APOD take a more initiative, rather than responsive, role in training.*
2. *Courses and /or seminars be initiated for officers on personnel management and human relations topics; for example, a one- or two-day Officer/Support Staff session to discuss and demonstrate proper business practices and constructive use of a secretary.*
3. *Pre-posting seminars or briefings be given to prepare for new assignments. A two-week temporary duty as an "observer" in the related geographic division just before posting departure would be a realistic and lasting teaching method.*
4. *Training for, or information on, utilization of new equipment and systems introduced by the Department be given, to assist secretaries in more efficient use of time and resources; for example, Word Processing equipment, computer systems, copy and printing methods.*
5. *Special training be given in Protocol Division, to teach essentials of diplomatic practices as required at more responsible positions at posts.*