

6.2. TRAINING

THE PROBLEM

There has been insufficient direction given to the training provided to SCYs in order to encourage personal aspirations, to provide a genuine opportunity for career progression, or to give an employee some personal sense of fulfillment, or both, as a contributing member of the Department.

DISCUSSION

This problem has been well documented already in the Secretarial Study of 1971 (pages 75-77). For any realistic growth and development in the Department there is a need for training in business administration and management and human relations techniques, as well as a specific knowledge of departmental practices and policies. For the diversified duties demanded by the Department, a much better knowledge is required of a SCY than the routine stenographic skills, and this should be available in supplementary training.

Although our Training Section is active in this field, it is apparent, from various studies and discussions conducted, that the information on opportunities offered to them is not being disseminated widely enough, and that the courses and facilities available are not being properly utilized or related to secretarial needs.

The major part of in-house training seems to come from the "trial and error" method of performing daily tasks, rather than by any constructive teaching program within the Department or between the supervisor and the employee.