Canadian Foreign Service Institute

Building a Learning Organization
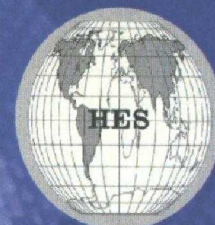
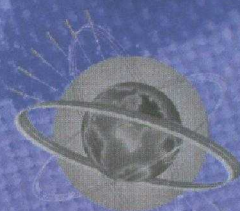**CFSI**

ISCT

CNPT

HES

HES

SXMT

Course Calendar
2008

Foreign Affairs and
International Trade Canada

Affaires étrangères et
Commerce international Canada

Canada

BUILDING A LEARNING ORGANIZATION

The Canadian Foreign Service Institute (CFSI) and other bureaux of the Department of Foreign Affairs and International Trade Canada offer a wide variety of courses and learning opportunities to meet your job and career-related needs. This Training Calendar describes over 200 courses available to Departmental employees via classroom instruction or through distance learning.

Although the course descriptions included in this calendar were accurate at the time of printing, they may be modified for operational or other reasons. We ask that you consult the course schedules on CFSI, SXAT, SXKL, SXMT, CNPT, ISCT, SRSI and HES Intranet sites to view the latest changes.

The Canadian Foreign Service Institute continues to look for innovative ways to deliver high quality and cost efficient training. In this period of change and renewal, we look forward to working together with the Canada School of Public Service and other partners to complement and reinforce our suite of learning products.

For more information, including a schedule of courses, we invite you to visit our website
at: http://intranetapps/cfsi/virtual/menu-e.asp

BUILDING A LEARNING ORGANIZATION

Training Offered by DFAIT

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PROGRAM LIST

CONSULAR SERVICES PROGRAM

Consular Services courses are managed by CNPT and are available to indeterminate and determinate employees who require specific training for their job.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/12CFSIPrograms/ProgrammeInfo-e.asp?id=1

Consular Administration Course List:

CONSULAR SERVICES PROGRAM

BASIC CONSULAR TRAINING
5 days   CO0202

This course will help participants become familiar with consular functions in the field of assistance to Canadians in distress abroad and on the International and Canadian legal framework of consular duties.

Population: This course is designed for DFAIT and other government departments' employees being posted abroad who may be required to assist during periods of heavy workload or in crisis situations
Mode of Delivery: Classroom

CONSULAR AFFAIRS – CAMANT (CASE MANAGEMENT), BF/MESSAGE AND GENERALIZED SEARCH SOFTWARE PROGRAM
2 hours   CO1107

This course deals with how to use the CAMANT (Case Management) software for recording, storing and disseminating information concerning the management of consular cases. Also covered is how to use the BF/Message program, which allows the sending and receiving of messages from headquarters or other missions, concerning CAMANT cases. The participant will also learn the Generalized Search program to search the CAMANT, ROCA, Passport Management (PMP) and Passport Control List (PCL) databases.

Prerequisites: Obtain a COSMOS account from COSMOS Technical Support
Population: Consular staff
Mode of Delivery: Distance Learning - Instructor directed

CONSULAR AFFAIRS – COMIP (CONSULAR MANAGEMENT INFORMATION PROGRAM)
1.5 hours   CO1407

This course deals with how to use the COMIP software program to collect, store, retrieve and analyse information relating to consular operations. The participant will learn how to monitor workload levels and to accurately target resources when and where they are required.

Prerequisites: Obtain a COSMOS account from COSMOS Technical Support
Population: Consular staff
Mode of Delivery: Distance Learning - Instructor directed

CONSULAR AFFAIRS – PASSPORT MANAGEMENT PROGRAM
2 hours   CO1307

This course deals with how to use the Passport Management Program (PMP) software to record requests for passport services, manage the issuance of passports, print identification and observation labels, track passport supplies and produce monthly reports concerning passport services.

Prerequisites: Obtain a COSMOS account from COSMOS Technical Support
Population: Consular staff
Mode of Delivery: Distance Learning - Instructor directed

CONSULAR SERVICES PROGRAM

CONSULAR AFFAIRS – ROCA (REGISTRATION OF CANADIANS ABROAD) AND TIP (TRAVEL INFORMATION PROGRAM)

2 hours   CO1207

This course deals with how to use the ROCA (Registration of Canadians Abroad) software to register Canadians who live in selected countries, to manage the associated Warden Program and to produce reports and mailing labels. It also deals with how to use the Travel Information Program (TIP) software to disseminate information and to assist Canadians in their visits abroad.

Prerequisites: Obtain a COSMOS account from COSMOS Technical Support
Population: Consular staff
Mode of Delivery: Distance Learning - Instructor directed

CONSULAR BRIEFING

2 days   CO0141

This session provides an overview of the consular and passport services abroad. Participants will learn how the consular program is organized and what types of consular services are provided abroad.

Population: Employees being posted abroad who may be exposed to the consular program, or those being posted to missions not on the headquarters 24-hour service, who may be required to act as duty officers
Mode of Delivery: Classroom

CONSULAR COURSE FOR MANAGEMENT AND CONSULAR OFFICERS

16 days   CO0241

This sixteen-day course is offered once a year to familiarize the new recruits with the consular program and passport procedures and regulations. Participants will learn the different types of consular services and the extent of the services provided at Headquarters and abroad and basic knowledge of other government departments programs delivered by consular staff abroad. (Note: This course is offered in 3 sessions)

Population: New recruits of the management and consular stream
Mode of Delivery: Classroom

CONSULAR SPECIALIST

10 days   CO0303

This ten-day course provides detailed knowledge of consular and passport services abroad as well as a basic knowledge of other government departments programs delivered by consular staff abroad. This course is designed for consular program managers and employees who will have primary responsibility for consular work.

Population: Canada Based and Locally Engaged Staff
Mode of Delivery: Classroom

CONSULAR SERVICES PROGRAM

COURSE FOR HONORARY CONSULS
5 days   CO0402

This five-day course is offered to newly appointed Honorary Consuls. This course provides detailed knowledge of consular and passport services abroad as well as a general overview of other departmental Programs which they may have to cover.

Population: Newly appointed Honorary Consuls or those in need of a refresher course
Mode of Delivery: Classroom

PASSPORT TRAINING FOR FOREIGN OPERATIONS
25 hours

This self-study learning program consists of 10 modules designed so you can acquire the knowledge and skills to make entitlement decisions concerning Canadian passport services. This course does not cover the Passport Management Program (PMP) software; it covers passport entitlement policies and procedures only.

Throughout the course you will be directed to the Passport Policy Manual (PPM) and to different passport directives that you must access through hyperlinks. You are required to read the specified sections of the PPM and the specified directives.

Population: Consular officials
Mode of Delivery: Distance Learning - Self directed

TORTURE AWARENESS WORKSHOP
2 days   CO1707

Torture Awareness Workshop - To give Consular Officials a greater awareness of the possibility of torture and abuse in dealing with the Canadians imprisoned abroad and to enable them to more readily recognize the signs of torture.   The workshop is also designed to make staff aware of the protocols for dealing with such ease to ensure that they are properly followed-up on.

Population: Consular officials
Mode of Delivery: Classroom

EFFECTIVE RESEARCH STRATEGIES

Effective Research Strategies courses are managed by SXKL and are available to indeterminate and determinate employees who require specific training for their job.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/11CFSICourses/courseListCentre-e.asp?c=15

Consular Administration Course List:

EFFECTIVE RESEARCH STRATEGIES

EFFECTIVE RESEARCH STRATEGIES - FINDING COUNTRY INFORMATION
1hour   IT1419

A wealth of current country information is available at your fingertips on the Virtual Library. If you want to understand a country's political, economic, business, and social structure, then the EIU Country Reports are an ideal place to search. Statistics, descriptions and analysis of a country's activities can be found on EIU Country Profiles. Current information about the business and economic environment in any of 160 countries can be found in the U.S. Dept. of State Country Commercial Guides. Finally, you can consult the Country Risk Forecast, from the Control Risk Group to monitor the world-wide impact of security and political developments on business and the business traveller.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

EFFECTIVE RESEARCH STRATEGIES- FINDING A COMPANY CONTACT
1hour   IT1439

It is simple to find a person or a company contact using the resources in the Virtual Library. Find the names of key executives for companies world-wide in Factiva's company snapshots. Identify the personal and professional affiliations, as well as contact information of Canadian executives on FPInformart.ca. If you are looking for biographical information, consult the Canadian Who's Who, which has over 15,000 entries for well-known Canadian citizens in all activities.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

EFFECTIVE RESEARCH STRATEGIES- FINDING COMPANY INFORMATION
1hour   IT1429

Current information about Canadian and international companies is only a click away on the Virtual Library. Find company profiles, historical information, and current market data on Factiva; or, set up a Track to have relevant news articles about a company's activities e-mailed to your Outlook. Consult FPInformart.ca for detailed information about publicly-traded companies in Canada. Finally, check the Canadian Trade Index to find contact information, export activities and locations for over 23,000 Canadian manufacturers, distributors, and industrial service companies.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

EFFECTIVE RESEARCH STRATEGIES- FINDING INFORMATION ON AN INDUSTRY/SECTOR
1hour   IT1449

If you need to research an industry or sector, the resources on the Virtual Library are an excellent place to look. Search all the latest industry and sector news; or have it e-mailed to your Outlook from FPInformart.ca. Get an overview of an industry or sector in a particular country by consulting the Economic Intelligence Unit's (EIU) ViewsWire. Or, read Industry Sector Analysis (ISA) reports or International Market Insight (IMI) reports on Stat-USA Internet.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

EMPLOYEE SERVICES PROGRAM

These courses are managed by HES and are offered to all employees and their families who are being posted abroad.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/11CFSICourses/courseListCentre-e.asp?c=10

Employee Services Bureau Course List:

EMPLOYEE SERVICES PROGRAM

COMPREHENSIVE PRE-POSTING ADMINISTRATIVE BRIEFING

2 days   SVPA01

This two-day briefing is mandatory for employees departing for their first posting. Spouses are encouraged to attend when possible.

We will address the following subjects: the Foreign Service Directives (FSD), distribution and compensation services, culture shock, diplomatic and consular immunities and privileges, security at the mission, and critical incident stress management.

Population: Employees (spouses are encouraged to attend when possible)
Mode of Delivery: Classroom

CONDENSED PRE-POSTING ADMINISTRATIVE BRIEFING

1 day   SVPA11

This one day briefing is mandatory for employees who have been posted previously. Spouses are encouraged to attend if possible. The following subjects will be covered: The Foreign Service Directives (FSD), culture shock, security at the mission, distribution and compensation services, and diplomatic and consular immunities and privileges.

Population: Employees going on a posting who have previously been posted (spouses are invited to attend if possible)
Mode of Delivery: Classroom

BASIC CONSULAR TRAINING FOR SPOUSES

4 days   SVSP03

Certain missions hire locally engaged staff to fill consular positions for short and long term contracts. This course will help participants become familiar with consular functions in the field of assistance to Canadians in distress abroad and on the international and Canadian legal framework of consular duties. Enrolment is limited to those spouses confirmed on a posting this year (bilingual).

Population: Spouses
Mode of Delivery: Classroom

IMMIGRATION COURSE FOR SPOUSES

3 days   SVSP13

Many missions hire Locally engaged staff to work in the immigration section for short-term and long-term contracts. This three-day course will provide participants with a general overview of overseas immigration operations. This will include a general discussion of eligibility and admissibility criteria for all immigrant and non-immigrant cases as well as the standards by which the decisions are made.

Population: Spouses/partners of employees being posted abroad
Mode of Delivery: Classroom

FINANCIAL MANAGEMENT

Financial Management courses are managed by CFSS and are available to indeterminate and determinate employees who require specific training for their job.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/11CFSICourses/courseListCentre-e.asp?c=4

Financial Management Course List:

FINANCIAL MANAGEMENT

CONTRACTING FOR SERVICES
4 hours

FI0219

This online course is intended for anyone involved in the procurement of services in the Department. The primary goal of this course is for participants to gain an understanding of how to apply government procurement legislation and policy, including government contract regulations (GCR), contracting limits and trade agreements thresholds to the competitive and non-competitive contracting routes. Participants will learn about preparing solicitation documents and the tools prescribed for use by the Departments. Throughout the course, participants are given the opportunity to apply what they have acquired or experienced on the job or learned during the course to their own departmental procurement situations.

Population: All employees involved with contract work
Mode of Delivery: Distance Learning - Self directed

DELEGATION OF FINANCIAL SIGNING AUTHORITIES
20 minutes

FI0209

This tutorial provides an overview of the purpose and features of the new Delegation of Financial Signing Authorities Chart prepared by SMO, Financial Management and Accountability Policy.

Population: Employees that are being given or who currently hold signing authorities
Mode of Delivery: Distance Learning - Self directed

FINANCIAL MANAGEMENT AT MISSIONS - PROCESSES AND CONTROLS
5 days

OM0015

This five-day course provides participants with an understanding of the departmental financial business processes that relate to managing a mission budget and the relationship that exists between the mission and SMFF/Foreign Operations and International Banking. Topics include: banking and signing authorities at missions, managing assets and liability accounts, LES Pay, cash accounts, collection of revenue at missions, pre-paid expenses and year-end procedures, accountable advances and recoverables.

Prerequisites: Financial Management at Missions - The Budget Cycle and Bank Reconciliation (M0008)
Population: Management Consular Officers
Mode of Delivery: Classroom

FINANCIAL MANAGEMENT AT MISSIONS - THE BUDGET CYCLE AND BANK RECONCILIATION
3 Days

OM0008

This three-day course will provide participants with an understanding of the financial management cycle at missions. Topics include: budgeting, forecasting, the impact of currency fluctuations and inflation on mission budgets and the reporting relationship that exists between the mission and the Area Management Offices.

Prerequisites: Canada School of Public Service C339E: Essentials of Financial Management
Population: Management Consular Officers
Mode of Delivery: Classroom

FINANCIAL MANAGEMENT

FINANCIAL MANAGEMENT REFRESHER FOR MCOS
4 days   FI0258

This course provides participants with an update on financial management issues at missions. The workshop includes presentations and practical exercises in applying financial concepts in common mission scenarios (budget allocation and management, bank reconciliations, asset and liability accounts). The course includes two days of hands-on IMS navigation and reporting.

Population: Management Consular Officers who require an overview of financial concepts in common mission scenarios
Mode of Delivery: Classroom

FRAUD AWARENESS
3.5 days   FI0143

This course familiarizes Management Consular Officers with basic control measures to be used in the detection and prevention of fraud at missions.

Population: Management Consular Officers
Mode of Delivery: Classroom

GRANTS AND CONTRIBUTIONS
6 hours   FI0449

This Web-based course consists of a built-in registration form, five learning modules, with a final 10-question competency review and on-line evaluation at the end of the course.

Population: Anyone involved in administering grants and contributions
Mode of Delivery: Distance Learning - Self directed

INTRODUCTION TO FINANCIAL MANAGEMENT
1 day   OM0004

This course provides participants with an understanding of the framework for financial management in the department. Instruction is provided on financial and resource management in an Area Management office.

Population: Management Consular Officers
Mode of Delivery: Classroom

LES PAY
30 minutes   FI0139

This on-line tutorial provides an overview of the purposes and features of the LES Payroll System. Participants will understand the roles and responsibilities of the mission, International Banking and Mission Financial Services/SMFF and the Locally-Engaged Staff Services Bureau/HLD.

Population: Management Consular Officers, LES Accountants
Mode of Delivery: Distance Learning - Self directed

FINANCIAL MANAGEMENT

PROFESSIONAL SERVICE CONTRACTS FOR MISSIONS
3.5 hours

FI0911

This course will provide participants with an overview of the new Contracting framework, the new Delegation of Financial Signing Authorities and how to complete the Request for Contract or Amendment (RFCA) Form.

Population: All employees involved in contract administration.
Mode of Delivery: Classroom

SALARY MANAGEMENT SYSTEM (SMS)
1 day

SMS0101

This course covers the basics of the Salary Management System (SMS) for Headquarters divisions.

Population: Employees at Headquarters
Mode of Delivery: Classroom

SMS FOR MISSIONS
1 day

SMS0108

This course covers the basics of the Salary Management System (SMS) for missions.

Population: Employees at missions
Mode of Delivery: Distance Learning - Instructor directed

FOREIGN LANGUAGE PROGRAM

Foreign Language Programs is managed by CFSL and is available to non-rotational and rotational employees and their dependants under certain conditions.

For information and registration for classroom language courses, please contact CFSL.INFO@international.gc.ca
For information and registration for online language courses, please contact onlinecourses-cfsl@international.gc.ca

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/11CFSICourses/courseListCentre-e.asp?c=3

Foreign Language Program List:

FOREIGN LANGUAGE PROGRAM

PROFESSIONAL PROFICIENCY PROGRAM

This Program is aimed at employees who need to have an advanced level of proficiency to fulfil their duties abroad.

Professional Proficiency language training generally starts at the beginning of September and consists of six hours of classroom instruction per day plus one hour of self-learning activities, five days a week, for a duration of 32 weeks to two years depending on the level of difficulty of the language.

Objectives:

- develop advanced speaking, listening, reading and in some languages also writing skills (ILR level3);
- respond effectively to the requirements of professional life;
- represent successfully the interests of Canada;
- analyse and understand political, economic and social developments within the host country;
- establish contacts with the local population;
- gain knowledge and understanding of another culture and learn to appreciate its uniqueness;
- promote international effectiveness.

Languages offered:

- Arabic
- German
- Italian
- Japanese
- Mandarin
- Portuguese
- Russian
- Spanish

Population: Canada-based staff

MAINTENANCE PROGRAM

This is a part-time Program (2 hours/week) and is offered in 2 sessions, from mid-September until December and from January to the end of March of the following year.

Training takes place during working hours at the L.B.Pearson building.

Objectives:

- these courses are designed to help maintain proficiency and improve existing knowledge in a foreign language.

Courses are given at the following levels:

- elementary (some knowledge is a pre-requisite)
- intermediate
- advanced

Languages offered:

- Arabic
- German
- Italian
- Japanese
- Mandarin
- Portuguese
- Russian
- Spanish

Population: Canada-based staff

FOREIGN LANGUAGE PROGRAM

SOCIAL INTEGRATION PROGRAM

This Program is aimed at employees and their dependants who wish to develop a basic knowledge of a foreign language in preparation for an assignment abroad.

Social Integration courses are usually offered on a full-time basis between May and July; they last from one to three months, depending on the level of difficulty of the language.

Objectives:

- communicate with the people of the host country in everyday life situations; .
- facilitate social integration of the family into the country of assignment;
- ease the impact of cultural shock experienced at the beginning of an assignment abroad.

Languages offered:

- Arabic
- Bahasa (Indonesia and Malaysia)
- Creole
- Dari
- Dutch
- German
- Greek
- Hindi

- Hungarian
- Italian
- Japanese
- Mandarin
- Pashto
- Persian
- Polish

- Portuguese
- Russian
- Spanish
- Swahili
- Turkish
- Ukrainian

Population: Employees being posted abroad and their dependants, 14 and over

ONLINE LANGUAGE TRAINING PROGRAM

This is a part-time Program designed to enable employees of the Department to learn a new language or to maintain and improve their knowledge of a language. Three sessions are offered: fall, winter and spring.

Objectives:

- develop listening, reading and writing skills in the target language;
- introduce work-related topics within a foreign language and culture;
- offer access to a teacher and native speaker.

Courses are given at the following levels (not all levels are available in all languages):

- beginner
- elementary
- intermediate
- advanced

Courses Offered:

ARA001	Arabic	Introduction to Arabic (Beginner level)
ARA400	Arabic	Reading Authentic Texts (Intermediate 2)
GER400	German	Reading about the German Speaking World on the Web (Intermediate 1)
GER100	German	Reviewing Grammar for Writing Purposes I (Elementary 2)

FOREIGN LANGUAGE PROGRAM

ONLINE LANGUAGE TRAINING PROGRAM

Courses Offered continued:

GER110	German	Reviewing Grammar for Writing Purposes II (Elementary 2)
GER200	German	Writing for Work (Intermediate 2)
ITA650	Italian	Listening to Television News Stories (Intermediate 2)
ITA400	Italian	Reading about Italy on the Web (Intermediate 1)
ITA410	Italian	Reading Authentic Texts (Intermediate 2)
ITA100	Italian	Reviewing Grammar for Writing Purposes (Elementary 2)
ITA200	Italian	Writing for Work I (Intermediate 2)
ITA210	Italian	Writing for Work II (Intermediate 2)
JPN001	Japanese	Introduction to Japanese (Beginner level)
JPN650	Japanese	Listening to Television News Stories (Intermediate 2)
JPN400	Japanese	Reading Authentic Texts I (Intermediate 2)
JPN410	Japanese	Reading Authentic Texts II (Intermediate 2)
JPN510	Japanese	Translating Authentic Documents (Intermediate 3)
JPN500	Japanese	Translating Into English or French (Intermediate 2)
MAN001	Mandarin	Introduction to Mandarin (Beginner level)
MAN650	Mandarin	Listening to Television News Stories (Intermediate 2)
MAN400	Mandarin	Reading Authentic Texts - Simplified Characters (Intermediate 2)
MAN410	Mandarin	Reading Authentic Texts - Traditional Characters (Intermediate 2)
POR100	Portuguese	Reviewing Grammar for Writing Purposes (Elementary 2)
POR350	Portuguese	Writing for work (Advanced 2)
POR200	Portuguese	Writing for Work (Intermediate 2)
RUS410	Russian	Reading Authentic Texts (Intermediate 2)
SPA001	Spanish	Introduction to Spanish (Beginner level)
ESP650	Spanish	Listening to Television News Stories (Intermediate 2)
ESP400	Spanish	Reading about the Spanish Speaking World on the Web (Intermediate 1)
ESP410	Spanish	Reading Authentic Texts (Intermediate 2)
ESP100	Spanish	Reviewing Grammar for Writing Purposes (Elementary 2)
ESP320	Spanish	Writing about Comercio Exterior (Intermediate 3)
ESP310	Spanish	Writing about Culture (Intermediate 3)
ESP110	Spanish	Writing and Editing Texts; Grammar Review (Elementary 3)
ESP350	Spanish	Writing for work (Advanced 2)
ESP200	Spanish	Writing for Work I (Intermediate 2)
ESP210	Spanish	Writing for Work II (Intermediate 2)
ESP300	Spanish	Writing in a Formal Style (Intermediate 2)

Prerequisite: An online placement test is taken by applicants interested in non-beginner courses
Population: Canada-based staff and spouses of employees posted abroad
Contact: onlinecourses-cfsl@international.gc.ca or coursenligne-cfsl@international.gc.ca

GENERAL CORE COMPETENCIES

General Core Competencies courses are managed by CFSD and CFSS and are available to indeterminate and determinate employees who require specific training for their job. **All courses are bilingual unless otherwise indicated.**

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/12CFSIPrograms/ProgrammeInfo-e.asp?id=6

General Core Competencies Course List:

GENERAL CORE COMPETENCIES

ADMINISTRATIVE ASSISTANT DEVELOPMENT PROGRAM (AADP) - PART I - INTRODUCTORY SESSION

19 days

AD0013

This introductory session is offered to newly recruited administrative assistants and introduces the recruits to the structure and mandate of the department as well as administrative procedures required to perform well as an administrative assistant.
Included in this program are courses on departmental procedures and best practices, oral and written communication, regulations on travel and official hospitality, information management technology, management of information, security, security of information, values and ethics, Performance Management Program, counselling services, health and safety and prevention and conflict resolution.

Population: All entry-level rotational Administrative Assistants
Mode of Delivery: Classroom

ADMINISTRATIVE ASSISTANT DEVELOPMENT PROGRAM (AADP) - PART II - PRE-POSTING SESSION

7 days

AD0014

The pre-posting session is offered to Administrative Assistants departing on posting for the first time. This session complements the introductory session received upon recruitment into the department. It introduces participants to the structure and operations of Canadian missions abroad. This program includes modules on diplomatic bags, official hospitality abroad, team work, communications at mission, diplomatic writing, handover notes, note taking, valued assets management, protocol and security.

Population: All entry-level rotational administrative assistants posted abroad
Mode of Delivery: Classroom

CLIENT SERVICES

12 hours

CC0507

This course deals with the concept of quality client service within DFAIT and in general. Participants will be given a wide range of practical learning activities, which will require them to draw from their own experience in serving clients. They will learn to define their roles as service providers and increase their abilities to identify their client's needs.

Prerequisites: "Communication and Interpersonal Skills" (CC1106)
Population: All employees at missions
Mode of Delivery: Distance Learning - Instructor directed

COMMUNICATION AND INTERPERSONAL SKILLS

12 hours

CC1106

This course deals with verbal and non-verbal communication, voice tone and active listening.

Population: All employees at missions
Mode of Delivery: Distance Learning - Instructor directed

CONDUCTING EFFECTIVE MEETINGS

7 hours

CC1306

This course deals with four key types of meetings, preparing for a meeting, setting up the room, preparing agendas, managing meetings, taking minutes and motivating participants at meetings.

Population: All employees at missions
Mode of Delivery: Distance Learning - Self directed

GENERAL CORE COMPETENCIES

DIPLOMATIC WRITING
3 hours   CC0106

This course deals with the three commonly used forms of diplomatic writing today: the diplomatic note, the first person note and the aide-memoire.

Population: All employees at missions
Mode of Delivery: Distance Learning - Self directed

ETIQUETTE AND PROTOCOL
1 day   CC0172

This course is designed to familiarize participants to the basic rules of business and dining etiquette. The restaurant setting will give them an opportunity to put in practice their abilities in a real-life scenario.

At the end of this course, participants will be able to:

*   demonstrate the essentials of business etiquette that are appropriate for official functions and business settings;
*   explain the general rules of precedence;
*   demonstrate appropriate dining etiquette.

Population: All employees who require this specialized training for their jobs
Mode of Delivery: Classroom

MANAGING CONFLICT AND PROBLEM SOLVING
10 hours   CC0707

This course deals with a four-step problem solving process: defining the problem, identifying the constraints, generating solutions and deciding on the best solution.

Population: All employees at missions
Mode of Delivery: Distance Learning - Instructor directed

MEDIA RELATIONS
1 day   CC3101

This course is designed to develop communication strategies when dealing with media. The course is highly interactive and group size is limited to 5 participants. Training is delivered through practical simulations of interviews in state-of-the-art studios.

At the end of this course participants will be able to:

*   prepare, conduct and communicate caring and confidence during media interviews;
*   structure answers effectively;
*   be responsive to questions while bridging over to your messages;
*   handle difficult questions.

Population: Employees who deal with the media on a regular basis. This course is offered by request
Mode of Delivery: Classroom

GENERAL CORE COMPETENCIES

OFFICIAL HOSPITALITY OUTSIDE CANADA
3 hours

CC4001

This course reviews the Official Hospitality Outside Canada policy. Topics include: the allocation of hospitality funds; the establishment of unit costs for hospitality functions; the circumstances under which hospitality can be extended or received; admissible and non-admissible hospitality expenditures; hospitality advances, reports and expense claims.

Population: Employees at missions who administer or receive hospitality funds
Mode of Delivery: Classroom

ORIENTATION TO DFAIT 101
1 day

OR0101

This one-day orientation will introduce new employees to the role and organization of the Department, departmental practices and the navigation of a SIGNET desktop. It also includes a tour of the Pearson Building and an opportunity to meet a departmental senior manager who will discuss his/her work experience in the Department.

Population: All newcomers to the department: employees, contractors, students and persons on secondment
Mode of Delivery: Classroom

SPEED READING
30 minutes per day with up to 5 weeks of practice

CC0606

Learners will identify their present reading speed and practice techniques for faster reading.

Population: All employees at missions
Mode of Delivery: Distance Learning - Self directed

STRATEGIC WRITING
3 days

CC0471

In this course, you will learn how to write Qs&As for use in Parliament, Memo to Ministers, briefing notes and reports. You will learn to develop strategies to streamline your own writing process. The course will touch on other aspects of writing such as editing and information management. You will develop a critical eye with respect to your own as well as other's writing, and will acquire techniques required to integrate the communication approach and the specific needs of DFAIT.

Population: All new entry-level rotational officers; all rotational and non-rotational officers who require this specialized training for their job
Mode of Delivery: Classroom

TEAM EFFECTIVENESS - MANAGEMENT CONSULAR OFFICERS
0.5 day

CC4702

This course is designed for the participants of the Management Consular Development Program. At the end of the course, participants will have a better understanding of group dynamics, conflict resolution, teamwork and how to give feedback.

Population: Management Consular Officers
Mode of Delivery: Classroom

GENERAL CORE COMPETENCIES

TEAMWORK
10 hours   CC1807

This course deals with the importance of strong teamwork in the workplace. It looks at the characteristics of effective teams and the importance of good leadership in building and maintaining teams. A questionnaire is included to assess the effectiveness of a working team.

Population: All employees at missions
Mode of Delivery: Distance Learning - Instructor directed

TIME MANAGEMENT
12 hours   CC1606

This course deals with effective time management, handling interruptions, setting priorities, overcoming procrastination, managing stress and the latest SIGNET IT tools that can be used for managing time.

Population: All employees at missions
Mode of Delivery: Distance Learning - Self directed

TRAVEL DIRECTIVES
60 minutes   FI0908

This on-line tutorial describes the Treasury Board Travel Directive, and presents four typical travel scenarios.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

WORKING FOR CANADA ...AT HOME AND ABROAD
30 minutes   OR0206

This video deals with the role and organization of DFAIT, the history of the Department, how the Canadian government works, and departmental symbols. The video and study guide have been sent to all missions. Employees can obtain a copy of the video in the Library.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

WRITING QS&AS
1 day   CC0911

This course is designed to review the Qs&As process and to examine the current requirements with respect to content, organization and format. Participants will have the opportunity to analyse sample Qs&As, write their own and receive personalized feedback on their work.

Population: All employees who require this specialized training for their jobs
Mode of Delivery: Classroom

GENERAL CORE COMPETENCIES

WRITING SKILLS I

12 hours   CC0216

This provides an overview of what constitutes effective writing. Emphasis is on developing a clear writing style and avoiding bureaucratic jargon. Other topics include: using effective tone, dealing with common grammar problems, editing and proofreading. There are three exercises to complete that participants will send to an instructor for feedback.

Population: All employees at missions
Mode of Delivery: Distance Learning - Instructor directed

WRITING SKILLS II

12 hours   CC0207

This course deals with style, tone and grammar. It is a follow-up to "Writing Skills I" and builds on the skills that were developed in that course. More focus is put on the actual writing process, how to get started quickly and easily, organize logically and use strong openings and closings. Participants will send their writing exercises to an instructor for feedback.

Prerequisites: Writing Skills I
Population: All employees at missions
Mode of Delivery: Distance Learning - Instructor directed

HUMAN RESOURCES MANAGEMENT

Human Resources Management courses are managed by CFSS and are available to indeterminate and determinate employees who require specific training for their job.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/12CFSiPrograms/ProgrammeInfo-e.asp?id=7

Human Resources Management Course List:

HUMAN RESOURCES MANAGEMENT

FSD ADMINISTRATION FOR MCO RECRUITS
5 days in two sessions   OM0016

This course provides participants with an overview of the Foreign Service Directives and familiarizes them with the associated policies and procedures.

Population: Management consular officers
Mode of Delivery: Classroom

HARASSMENT PREVENTION TOOL - "PEOPLE TO PEOPLE COMMUNICATION"
                                                                                          PE1014

This course is provided by the Canada Public Service Agency and has been designed for employees of all levels working within government. It includes several components that are relevant to all employees and others that are more specific to issues managers might face. Directives within the course will guide you to the appropriate content depending on your role.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

HRMS - ADMINISTER WORKFORCE - STAFFING ASSISTANT
2 days   PS0022

This course is designed to familiarize Staffing Assistants with the concepts and procedures necessary to manage employee records in PeopleSoft. The Administer Workforce module is used to hire and maintain employee records. In this course, you will learn how to record an employee's personal and job information in HRMS.

Population: Staffing Assistants
Mode of Delivery: Classroom

HRMS – ASSIGNMENT ASSISTANTS
2 days   PS0106

This course introduces users on how to record assignments for DFAIT employees into HRMS (PeopleSoft). Users are taught how to input assignments, actings, terminations; produce and print reports (PCF) and record related information on the employee.

Population: Assignment Assistants
Mode of Delivery: Classroom

HRMS - ASSIGNMENT OFFICER
1 day   PS0103

This course is designed to familiarize Assignment Officers with the concepts and procedures necessary to view assignment data in PeopleSoft. It focuses on viewing employee information, position and Home/Host data. In this course you will learn how to view medical clearance information, language test results and PCF history. You will also learn how to print an employee's biography and run reports.

Population: Assignment officers
Mode of Delivery: Classroom

HUMAN RESOURCES MANAGEMENT

HRMS - CLASSIFICATION LES
1 day   PS0110

This course has been designed to familiarize Classification Officers and Assistants with the concepts and procedures necessary to manage position data in HRMS (PeopleSoft). In this course, you will be using the Manage Position module.

Prerequisites: HRMS - Overview
Population: Assistants and officers working with LES positions - Classification
Mode of Delivery: Classroom

HRMS - CLASSIFICATION OFFICERS AND ASSISTANTS
1 day   PS0105

This course has been designed to familiarize Classification Officers and Assistants with the concepts and procedures necessary to manage position data in HRMS (PeopleSoft). In this course, you will be using the Manage Position module.

Population: Classification Officers and Assistants
Mode of Delivery: Classroom

HRMS - OVERVIEW
1 day   PS0102

This course provides an overview of PeopleSoft 8 within the DFAIT environment. It focuses on navigating the system, retrieving records and entering data. This course also enables you to understand various PeopleSoft concepts such as Action Types, Effective Date and Home/Host records.

Population: Human Resources staff
Mode of Delivery: Classroom

HRMS - REPORTS TO MONITOR HR PERFORMANCE
1day   PS0101

This course is designed for participants to be able to run, interpret and use HRMS (PeopleSoft) reports to monitor Human Resources Performance, detect data errors and identify issues for Follow-up.

Population: HR Staff & Area Management Officers
Mode of Delivery: Classroom

HRMS - TGA FOR SHORT TERM ACTINGS
1 day   PS0111

This course is designed to familiarize you with the concepts and procedures necessary to enter short term acting assignments in HRMS (PeopleSoft). In this course you will learn how to enter new acting assignments as well as extensions, terminations and cancellations.

Population: Human resources employees working in HRMS recording short term actings
Mode of Delivery: Classroom

HUMAN RESOURCES MANAGEMENT

HUMAN RESOURCES MANAGEMENT IN THE DEPARTMENT
43 minutes

OR0309

This online tutorial describes the hierarchy of the Departments and the types and roles of Canadian missions abroad. As well, the Departments' five strategic objectives show how departmental priorities are derived from these objectives, some of which directly affect Human Resources. You will also learn the different roles of the bureaux in Human Resources. The three distinct staffing systems including the assignment process for the rotational staffing system are also described.

Population: Human Resources Management employees
Mode of Delivery: Distance Learning - Self directed

OCCUPATIONAL HEALTH AND SAFETY
42 minutes

PE0309

Occupational Health and Safety is a federal labour legislation under the Canada Labour Code, Part II. The purpose of the Canada Labour Code, Part II is to prevent work-related accidents, injuries and illnesses and to promote a healthy and safe workplace. Module 1 is specifically for managers and supervisors, and Modules 2 through 4 are for all employees.

Population: This course is mandatory for all employees
Mode of Delivery: Distance Learning - Self directed

PERSONNEL MANAGEMENT OF LOCALLY ENGAGED STAFF FOR MCOS
6 days

OM0011

This blended learning course provides participants with the knowledge and skills required to manage and administer the Locally Engaged Staff Regulations and Guidelines at a mission abroad. Areas covered include the process for establishing compensation levels and classification standards as well as policy and procedures relating to staffing and staff relations.

Prerequisites: LES Personnel Administration (PE0147)
Population: Management/Consular officers, program managers and others who will have the responsibility for the management and administration of LES at a mission abroad
Mode of Delivery: Classroom

ST. JOHN AMBULANCE STANDARD FIRST AID COURSE
2 days

PE0901

This two-day course provides participants with basic first-aid knowledge and skills. Course topics include: emergency scene management; artificial respiration; choking; wounds and bleeding; shock and fainting; fractures; head and spinal injuries; eye injuries; one-rescuer CPR; burns; poisons, bites, stings; heart attacks and strokes; medical conditions; and environmental injuries.

Population: Fire Floor Emergency Officers
Mode of Delivery: Classroom

HUMAN RESOURCES MANAGEMENT

TRAINING ON THE SUB-DELEGATION OF STAFFING AUTHORITIES
2 days   CC5001

This course emphasizes the importance of staffing as a tool enabling managers to meet current and future human resources needs.

At the end of this workshop, you will:

- understand your changing role and responsibilities related to staffing under the PSEA;
- better understand how the staffing regime works;
- will acquire the knowledge and skills required to fulfil staffing responsibilities and obligations under the Public Service Employment Act.

Prerequisites: Given that the sub-delegation of staffing is part of the framework on Required Training it should be undertaken as soon as the employee has completed the basic essentials required training for his/her level of management in order to grant his/her signing authorities

Population: This course is mandatory for all employees who have supervisory responsibilities attached to their position and have been identified by their superiors as requiring sub-delegation training for the purpose of staffing Canada-based positions and signing letters of offer within their work unit

Mode of Delivery: Classroom

INFORMATION MANAGEMENT AND TECHNOLOGY

Information Management and Technology courses are managed by CFSS, SRSA and SXMT and are available to indeterminate and determinate employees who require specific training for their job.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/12CFSIPrograms/ProgrammeInfo-e.asp?id=10

To take Microsoft 2002 online training, please access **Campus***direct* from the Canada School of Public Service at the following site: http://campusdirect.gc.ca. Select the language of choice and then click on the Login link. Once at the login page, enter your Campusdirect account username and password. If you are not yet a member, you will need to click on the **Register Now!** button and follow the instructions to create an account for yourself.

Training for Corel applications is temporarily unavailable. However, you can access the WordPerfect, Quattro Pro and Presentations on-line quick reference guides at the following site: http://intranetapps/cfsi/virtual/_2E-manuals/ITManuals-e.asp. Select the link for either Headquarters or missions, then select the link for the quick reference guide of choice. There will be training for Corel Suite in the near future and a broadcast message will be sent once it is in place.

Information Management and Technology Course List:

INFORMATION MANAGEMENT AND TECHNOLOGY

BUSINESS INTELLIGENCE (V7.1)

1.5 days

BI0701

Business Intelligence is a web-based information analysis tool designed to provide managers with a macro view of the organization for strategic and/or reporting purposes. The course provides participants with hands-on experience in: navigating in the Business Intelligence tool, building and saving customized reports, investigating data, and exploring reports available.

Population: All employees with a BI account
Mode of Delivery: Classroom

BLACKBERRY

60 minutes

IT5418

This online tutorial will show you how to use the email and phone functions, how to travel with your BlackBerry, and how to access other available features, such as Internet, calendar, address book and tasks.

Population: All employees with a BlackBerry unit
Mode of Delivery: Distance Learning - Self directed

CCMMERCURY FOR ASSISTANTS

1 Day

IT3123

This one-day course will provide the participant with the knowledge, skills and practical application experience to perform job-related tasks using the ccmMercury software to access the Ministerial Correspondence Management System (MCMS) and the Briefing Products Tracking System (BPTS). During the session, participants will learn to access the systems, monitor and forward requests, attach files to records, retrieve and work with attachments and templates, modify and approve records, close completed records, perform searches, save queries and generate reports.

Population: Assistants
Mode of Delivery: Classroom

CCMMERCURY FOR OFFICERS

3 hours

IT3133

This half-day course will provide the participant with the knowledge, skills and practical application experience to perform job-related tasks using the ccmMercury software to access the Ministerial Correspondence Management System (MCMS) and the Briefing Products Tracking System (BPTS). During the session, participants will learn to access the systems, monitor requests and forward requests, attach files to records, retrieve and work with attachments and templates, modify records, perform searches, save queries and generate reports.

Population: Officers
Mode of Delivery: Classroom

CONFERENCE ROOM BOOKINGS

20 minutes

IT5428

This online tutorial describes how to reserve a conference room at a mission or at Headquarters using Outlook 2003. You will also learn how to cancel and modify a reservation.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

INFORMATION MANAGEMENT AND TECHNOLOGY

EQAMS – ELECTRONIC QUESTIONS AND ANSWERS MANAGEMENT SYSTEM
30 minutes   IT3208

This workshop covers the following topics on EQAMS: create Q&As titles, edit and print Q&As, e-mail Q&As to other users, add attachments, submit Q&As to DCL, and search Q&As.

Population: All employees in the National Capital Region
Mode of Delivery: Distance Learning - Self directed

INTRODUCTION TO INFOBANK
6 hours   IT0749

This course is intended for participants who need to work with InfoBank at Headquarters or in missions where InfoBank was implemented. It can also be used by current InfoBank users at Headquarters and mission who wish to review InfoBank basic features, including saving information to InfoBank, creating Workspaces and Folders and working with searches.

Prerequisite: Managing Information at DFAIT
Population: All DFAIT employees
Mode of Delivery: Distance Learning - Self directed

MANAGING INFORMATION AT DFAIT: POLICIES AND PRACTICES (HEADQUARTERS)
2 hours   IT0769

This course is about core Information Management (IM) concepts and related policies, best practices, tools and support. The course is intended for all employees and it should be taken prior to SIGNET 3 and InfoBank training.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

MANAGING INFORMATION AT DFAIT: POLICIES AND PRACTICES (MISSIONS)
2 hours   IT0769

This course is about core Information Management (IM) concepts and related policies, best practices, tools and support. The course is intended for all employees and it should be taken prior to SIGNET 3 and InfoBank training.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

OCTEL – USER'S INTRODUCTION
2 hours   IT3001

This online tutorial describes how to use the telephone and the OCTEL voice mail features as an effective communication tool. The participant will learn how to create and send efficient voice messages; receive and manage voice messages; transfer a caller to a third party; receive and print faxes through OCTEL.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

INFORMATION MANAGEMENT AND TECHNOLOGY

ORIENTATION TO SIGNET 3 (HEADQUARTERS)
1 hour

IT5008

This online tutorial introduces new users to the SIGNET 3 desktop and its DFAIT-specific features.

Prerequisite: Managing Information at DFAIT
Population: All employees
Mode of Delivery: Distance Learning - Self directed

ORIENTATION TO SIGNET 3 (MISSIONS)
1 hour

IT5008

This online tutorial introduces new users to the SIGNET 3 desktop and its DFAIT-specific features.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

PKI – PUBLIC KEY INFRASTRUCTURE
45 minutes

IT9309

This online tutorial will provide participants with an understanding of the DFAIT PKI Acceptable Use Policy as well as related security awareness and information management best practices.

Prerequisites: Security of Information Module
Population: Employees needing to use PKI enabled applications (such as Entrust Entelligence and Ice, SIGNET Remote Access and Secure Messaging)
Mode of Delivery: Distance Learning - Self directed

PRIME - PHYSICAL RESOURCE INFORMATION MISSION ENVIRONMENT
3 hours

PM0310

This course deals with PRIME which is the database of the Department's properties around the world.

Population: Employees inputting property data relevant to their mission
Mode of Delivery: Classroom

PROTECTING SENSITIVE INFORMATION
15 minutes

IT2219

This online tutorial is intended for anyone handling information at missions abroad. The goal of this tutorial is for participants to gain an understanding of the characteristics of the different categories of information, the threats to sensitive information, and tips on creating a secure IT environment. Participants will also learn about the different types of equipment used to process each category of information.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

INFORMATION MANAGEMENT AND TECHNOLOGY

SIGNET C4

1.5 hours

IT8109

This online tutorial is designed for any employee who needs to transmit sensitive information up to SECRET. The course is mandatory in order to obtain a SIGNET C4 account.

Population: Employees authorized to use SIGNET C4
Mode of Delivery: Distance Learning - Self directed

SIGNET C5

60 minutes

IT8119

This online tutorial is mandatory for employees who require access to the secure network to transmit classified information up to the SECRET level. Successful completion of a final exam is required prior to obtaining a SIGNET C5 account.

Population: Employees authorized to use SIGNET C5
Mode of Delivery: Distance Learning - Self directed

INTEGRATED MANAGEMENT SYSTEM

Integrated Management System (IMS) and Salary Management System (SMS) courses are managed by CFSS and are available to all indeterminate and determinate staff who require specific training for their jobs.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/12CFSIPrograms/ProgrammeInfo-e.asp?id=9

IMS Course List:

INTEGRATED MANAGEMENT SYSTEM

FUNDAMENTALS OF ACCRUAL ACCOUNTING
60 minutes

IM1109

In this course you will learn: the impact of Financial Information Strategy on IMS, accounts payable, general ledger accounts, debits and credits.

Population: All employees involved in finances
Mode of Delivery: Distance Learning - Self directed

IMS - MATERIEL MANAGEMENT - GOODS RECEIPT (GR)
0.5 day

IMS706

This workshop provides a review of creating a GR referencing a PO followed by questions and discussions on entering and the use of GR. If participants would like they can bring examples of their work to the class.

Prerequisites: Mandatory Pre-requisite: profile on IMS Production; experience in creating GR in production and/or MM on-line tutorial
Population: MM Specialists
Mode of Delivery: Classroom

IMS - ACCOUNTS PAYABLE
1 day

IM1901

This course provides information on the Accounts Payable invoicing process. It includes how to create display and cancel invoices.

Prerequisites: Accrual Accounting and Getting Started in IMS Enterprise on-line tutorial
Population: IMS users or accounting and administrative staff at missions
Mode of Delivery: Classroom

IMS - CONTROLLING
1 day

IM1801

This course provides information on Fund Centers, Cost Centers, Statistical Orders and Internal Orders.

Prerequisites: Accrual Accounting and Getting Started in IMS Enterprise on-line tutorial
Population: Administrative staff at Headquarters and accounting staff at missions
Mode of Delivery: Classroom

IMS - CUSTOMIZED COURSE (MISSIONS)
Variable

IMS058

IMS users can customize this course to meet their specific training requirements.

Population: IMS users
Mode of Delivery: Distance Learning – Instructor directed

INTEGRATED MANAGEMENT SYSTEM

IMS - ENTERPRISE 4.7 GETTING STARTED TUTORIAL
2 hours   IM0749

Getting Started in IMS tutorial shows you how to log on, introduces you to the new IMS Enterprise user interface; shows you how to work with the user menu, favourites and transactions, and shows you how to customize your IMS Enterprise account. This tutorial includes auto play, guided play and practice.

Population: New IMS Enterprise 4.7 users.
Mode of Delivery: Distance Learning – Self directed

IMS - FUNDS MANAGEMENT
4 hours   IM1701

This course provides information on what are Funds Commitments, Pre-commitments and Fund Reservations as well as how they can be created, displayed, modified and used.

Prerequisites: Accrual Accounting and Getting Started in IMS Enterprise on-line tutorial
Population: Administrative staff and accounting staff at missions
Mode of Delivery: Classroom

IMS - GENERAL LEDGER
1day   IM2301

This course provides information on the purpose of General Ledger Accounts, the processing of documents, transactions in foreign currency, and various transactions affecting the G/L accounts such as cash receipts, payroll, funds purchases and fund transfers.

Prerequisites: Accrual Accounting and Getting Started in IMS Enterprise on-line tutorial
Population: Administrative staff and accounting staff at missions
Mode of Delivery: Classroom

IMS - MATERIAL MANAGEMENT - INVOICE VERIFICATION (LIV)
0.5 day   IMS707

Review of creating a LIV followed by questions and discussions on entering and the use of LIV. If participants would like they can bring examples of their work to the class.

Prerequisites: Profile on IMS Production; experience in creating LIV in production and / or MM on-line tutorial
Population: Administrative staff and accounting staff at missions
Mode of Delivery: Classroom

IMS - MATERIAL MANAGEMENT - PURCHASE ORDERS (PO)
0.5 day   IMS704

This course provides a review of creating a PO for goods and services followed by questions and discussions on entering and the use of POs. If participants would like they can bring examples of their work to the class.

Prerequisites: Profile on IMS production; experience creating POs in productions and /or MM on-line tutorial
Population: IMS users
Mode of Delivery: Classroom

INTEGRATED MANAGEMENT SYSTEM

IMS - MATERIAL MANAGEMENT REPORTING
0.5 day

IMS705

This course explains how to create and review various MM reports. Participants will have a hands-on chance to run reports for their fund centres and review them. If participants would like they can bring examples of their work in the class.

Prerequisites: Profile on IMS Production; experience in creating LIV in production and/or MM on-line tutorial
Population: Materiel Management Staff
Mode of Delivery: Classroom

IMS - REPORTING AND DISPLAY
2 days

IM1501

This course is designed for those who need to view IMS documents and run reports. It provides a background in accrual accounting and accessing IMS as well as practice in viewing and understanding Vendor Master Records, Funds Commitments, Accounts Payable invoices, and payment documents. It also covers running the Available Commitment Budget Report.

Prerequisites: Accrual Accounting and Getting Started in IMS Enterprise on-line tutorial
Population: Accounting and administrative staff and Management Consular Officers. This course is ideal for Managers, Divisional Assistants, and Spoke's missions
Mode of Delivery: Classroom

IMS FOR ACCOUNTANTS
10 days

IMS0018

This course covers all IMS financial accounting courses excluding Material Management. It includes the following modules: Fundamentals of Accrual Accounting; How to Navigate in IMS; Reporting; Vendor Master Records; Funds Management; Controlling; Accounts Payable; Payments & Working with Cheques; Bank Reconciliation; Issuing and Settling Advances; and General Ledger.

Prerequisites: Accrual Accounting and Getting Started in IMS Enterprise on-line tutorial
Population: Accountants
Mode of Delivery: Classroom

INTERCULTURAL EFFECTIVENESS COURSES AND SERVICES

Intercultural courses and services are managed by CFSC. Pre-posting courses are available to indeterminate and determinate employees and their spouses/partners leaving on posting.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/12CFSIPrograms/ProgrammeInfo-e.asp?id=12

Intercultural Program Course List:

INTERCULTURAL EFFECTIVENESS COURSES AND SERVICES

AREA STUDIES: CANADA

Area Studies: Canada is an interactive CD-ROM produced by the Centre for Intercultural Learning (CFSC) and is intended primarily for LES working in Canadian missions abroad.

It covers a range of Canadian themes and issues important to understanding the country and its people. Regardless of existing knowledge of Canada, learners will have a better understanding of their Canadian colleagues once they have explored *Area Studies: Canada.*

Area Studies: Canada is a 3-CD set. Each CD includes two chapters: The first CD is on People and Society, Arts and Culture; the second CD covers History and Geography; the third is on Government and Economics. Each CD incorporates several articles, or Readings culled from Government of Canada Web sites and other Canadian sources. Watch over 70 minutes of Canadian Insights; video vignettes of a cross-section of Canadians. Other features include images and video clips, interactive quizzes, an electronic learning journal, an additional resources section and a complete narrated movie on how to use the CDs.

Take the time to explore either one CD or the whole set. Watch, read and listen. Reflect and compare to your own culture. Discuss and question your colleagues. Most importantly, enjoy *Area Studies: Canada*!

Population: All employees of Foreign Affairs and International Trade Canada
Mode of Delivery: Computer-Based CD-ROM. (Quicktime 4.0 or higher required)

COUNTRY INFORMATION KITS

Country information kits offer a broad selection of information on specific countries, ranging from economic analysis and cultural information to practical tips for travellers. Each information kit is created from up-to-date online subscription-based sources and provides current, accurate and pertinent information.

To obtain a country information kit, please contact the Centre for Intercultural Learning at:
819-997-1197 or by email at: cultures@international.gc.ca

Population: All Foreign Affairs and International Trade Canada employees

INTERCULTURAL EFFECTIVENESS COURSE FOR HEADQUARTERS (HQ)
TBD
IE0015

Following a needs assessment of the learners, a course is designed based on building and improving intercultural communication skills and creating effective working relationships with those at missions abroad, as well as with foreign embassies in Canada. A variety of learning methods, including simulations and case studies are used to understand and practise culture-specific interactions. Courses are offered in English, French, or bilingually.

Population: staff of DFAIT HQ
Mode of Delivery: Classroom

INTERCULTURAL EFFECTIVENESS COURSES AND SERVICES

INTERCULTURAL EFFECTIVENESS FOR CANADIAN MISSIONS

TBD
IE0016

When requested, CFSC designs and implements custom workshops to strengthen intercultural effectiveness and teamwork within Canadian missions. A CFSC specialist will design an intervention to address the intercultural issues and needs which are identified in collaboration with the mission.

Population: Mission staff, Canada-based staff and/or Locally-engaged staff
Mode of Delivery: Classroom

INTERCULTURAL EFFECTIVENESS FOR LOCALLY ENGAGED STAFF (LES)

0.5 Day
IE0011

The course focuses on how to be interculturally effective working as locally-engaged personnel in a Canadian mission by developing both an understanding of Canadian values and communication styles, as well as those of other cultures. Using concrete examples and theoretical models of intercultural communication, participants learn how underlying values and beliefs affect behaviour and communication pattern and styles, and develop strategies for dealing with differences. Courses are offered in English or French.

Population: This course is provided on request for LES who are in Canada on area-specific training. It is a regular component of in-Canada training for LES accountants, LES assistants to HOM, LES receptionists, LES Property and Material Managers, LES Consular Specialists, LES Political/Economic/Public Affairs officers, and LES Commercial (Trade) officers
Mode of Delivery: Classroom

INTERCULTURAL EFFECTIVENESS PRE-POSTING COURSE

2 days
IE0001

The Intercultural Effectiveness Pre-posting course relates to practical issues encountered working and living in a different cultural context. This course focuses on effective intercultural performance in a Canadian mission and is designed to build or improve intercultural skills in the areas of communication and interpersonal relationships. Also featured are the challenges of individual and family adaptation. The course includes country and area-specific information and a meeting with a professional from the country of assignment. The course is designed to be relevant and applicable across a broad range of international experiences, from a first posting to multiple postings. Courses are offered in English or French. Spouses/partners are invited and encouraged to register by contacting CFSC at cultures@international.gc.ca or by phone at 819-997-1197.

NB: *This course is not open to officers registered in the* **Program Managers Abroad** *or* **Supervision at the Mission** *courses.*

Population: All employees and their spouses/partners who are leaving on posting
Mode of Delivery: Classroom

INTERCULTURAL EFFECTIVENESS COURSES AND SERVICES

ONLINE INTERCULTURAL RESOURCES

CFSC's Web site www.intercultures.gc.ca provides the following resources:

Country Insights
Are you searching for facts on a specific country? Want to know more about the intercultural dimensions of living and working internationally? *Country Insights* offers all that and much more! Come and discover more than 200 countries of the world at *Country Insights.*

Intercultures Magazine
Intercultures is an electronic quarterly magazine that explores international issues from an intercultural perspective. *Intercultures* features interviews with persons from all walks of life, as well as articles; book reviews and useful resources for international workers.

The Library
The library includes articles, reading lists and publications on intercultural topics.

Population: GOC employees, contractors and the general public

PROGRAM MANAGERS ABROAD (CFSD)
5 days
IE0014

As part of pre-posting training for program managers, one day of intercultural effectiveness content is included. Intercultural communication skills are taught through a variety of methods, with application to managing personnel of different cultural backgrounds. A regional resource person offers insights. Courses are offered bilingually.

NB: *One day on intercultural effectiveness by CFSC out of a five-day CFSD course*

Population: Program Managers going on posting
Mode of Delivery: Classroom

SUPERVISION AT THE MISSION (FSDP/MCOs)
5 days
IE0010

The purpose of this 5-day course is to prepare officers, who are about to leave on their first posting, to take on the responsibility of supervising abroad. Part of the course will focus on supervisory skills including leadership, communication, giving feedback, motivation, performance management, dealing with difficult people, hiring and firing, as well as values and ethics. Another part of the course will focus on learning about intercultural effectiveness in relation to supervision at the mission. A strong emphasis will be put on the development of intercultural competencies, and a country-specific module will give participants the opportunity to have a one-on-one meeting with a resource person from their country of destination that will assist them in adapting to that specific country and culture.

NB: *Delivered jointly by CFSD and CFSC*

Population: FSDP/MCOs
Mode of Delivery: Classroom

INTERCULTURAL EFFECTIVENESS COURSES AND SERVICES

THE FUNDAMENTALS OF INTERCULTURAL EFFECTIVENESS
3 hours
FUN101

This online course is intended for all employees of Foreign Affairs and International Trade Canada who will be interacting with people from cultures other than their own, either in Canada or at missions abroad.

In this course you will learn:

- The definition of culture and how to decode your own behaviours and those of other cultures;
- Basic frameworks for understanding and organizing similarities and differences among cultures;
- How to reduce the misunderstandings and conflicts that are inevitable in communicating across cultures;
- What competencies are required to live and work effectively in an intercultural environment.

Population: All employees of Foreign Affairs and International Trade Canada
Mode of Delivery: Intranet and/or Internet, self-directed study

INTERNATIONAL BUSINESS DEVELOPMENT

International Business Development courses are managed by CFSD and are available to indeterminate and determinate employees who require specific training for their job. **All courses are bilingual unless otherwise indicated.**

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/11CFSICourses/courseListCentre-e.asp?c=2

International Business Development Course List:

INTERNATIONAL BUSINESS DEVELOPMENT

CANADIAN ECONOMY PRIMER
2 days   IB1201

This course is designed to provide participants with no economics background the basic knowledge necessary for a better comprehension of the economic mechanisms which are essential for the interpretation of current economic activity, whether national or international. This course will allow participants to situate Canadian economic data in an international context so as to be able to compare and draw conclusions, as well as understand why foreign trade is so important and essential to our economy. This course sets out the main characteristics of the Canadian economy, explains the structure of current economic activity, the role, and the importance of the role, played by the State in economic activities.

Population: Entry-level trade officers as well as employees who need a basic understanding of business economics to fulfil their job
Mode of Delivery: Classroom

COMPETITIVE INTELLIGENCE I: INTRODUCTION TO COMPETITIVE INTELLIGENCE
1 day   IB1642

The purpose of this one day course is to present all new entry level officers and current commercial/economic officers with a common understanding of what is competitive intelligence, what is the intelligence cycle, how competitive intelligence fits with the work they do and why this information is needed for their job.

At the end of this course, participants will be able to: define competitive intelligence and business intelligence; make the link between intelligence and knowledge management; describe the intelligence cycle; and, introduce a few tools and techniques to gather effective intelligence.

Population: All employees who require this specialized training for their jobs
Mode of Delivery: Classroom

COMPETITIVE INTELLIGENCE II: RUNNING A BUSINESS INTELLIGENCE PROJECT
2 days   IB1643

The purpose of this two day course is to go beyond the basics and show commercial/economic officers how to link business intelligence to the Department's mandate and to their clients. Participants will run an intelligence project for the Department where the understanding of systemic collection, analysis, and dissemination of business and commercial intelligence will be developed. Among other skills, participants will learn to create and manage business intelligence projects through project-planning focusing around departmental and post priorities.

The course objectives are:

- to review and share experiences around intelligence;
- to describe the process for running an intelligence project;
- to examine skills and techniques in intelligence;
- to create and manage business intelligence projects.

Prerequisites: Competitive Intelligence I
Population: All employees who require this specialized training for their jobs
Mode of Delivery: Classroom

INTERNATIONAL BUSINESS DEVELOPMENT

EXPORT CONTROLS ORIENTATION
1 day   IB0181

This course will sensitise participants to the role played by HQ divisions in the administration of Canadian Export Controls for military and other strategically sensitive goods. This includes providing an informed response to consultations from the Export Controls Division (EPE). The course will give an overview of why Canada has an export control regime; the types of goods and technologies subject to export controls; the export permit process and the considerations that go into evaluating export permit applications. Case studies will be provided to illustrate sample cases.

At the end of this course, participants will be able to:

- assess export control consultations;
- review and analyse export permit requests;
- make recommendations on export permit requests;
- assess export control issues.

Population: Employees who may be tasked with responding to export permit consultations
Mode of Delivery: Classroom

GLI-I: THE GLOBAL LEARNING INITIATIVE FOR COMMERCIAL / ECONOMIC MANAGERS COURSE
4 days   IB0213

The Global Learning Initiative for Commercial / Economic managers (GLI-1) aims to strengthen the capacity of managers in their competencies in leading a team to deliver value-added service to Canadian clients. Participants will play the role of a Commercial Program Manager (CPM) in the fictitious post "Kingdom of Gibsonia" where they will be challenged by situational leadership scenarios. They will have the opportunity to explore various tactics in the management of their section in "Edart, Gibsonia"; and in developing strategic approaches to ensure a focus on results. Peer sharing of ideas and experiences will form a major component of the learning methodology. Note: **This course is by invitation only.**

At the end of this course, participants will be able to: know Senior Management perspective, focus on planning and strategy, achieving results with their staff, motivating staff and enhancing their staff's proactivity.

Prerequisites: Attended the TCS Serving our Clients course, or the TCS Serving our Client for Outgoing Officers course
Population: Trade Program managers going on posting
Mode of Delivery: Classroom

GLI-II: THE GLOBAL LEARNING INITIATIVE FOR COMMERCIAL / ECONOMIC STAFF COURSE
4 days   IB0214

The Global Learning Initiative for Commercial / Economic staff (GLI-2) focuses on the proactivity and strategy needed in the delivery of value-added services to Canadian clients. Participants will play the role of a Trade Commissioner or Trade Commissioner Assistant in the fictitious post in "Edart, Gibsonia" and will be led through a highly interactive combination of lectures, group work, and role-play exercises to develop their expertise. Peer sharing of ideas and experiences will form a major component of the learning methodology.

At the end of this course, participants will be able to: know the new orientations of the Department; know when to serve or refer clients; create a sector strategy and a competitive intelligence workplan; conduct networking events, outcalls and client meetings; disseminate intelligence and brief senior management.

Population: Priority will be given to officers being posted in the summer
Mode of Delivery: Classroom

INTERNATIONAL BUSINESS DEVELOPMENT

INTRODUCTION TO DEVELOPMENT FINANCE
1 day   IB0244

The goal of this course is to educate DFAIT staff members on the relevance of key international development institutions for Canada's international policy objectives.

At the end of this one-day training session, DFAIT staff will be able to:

- provide an overview of the international aid architecture, particularly the International Financial Institutions;
- explain how the Government of Canada is set up to deliver assistance; outline the importance of development institutions to the attainment of Canadian development, foreign and commercial policy objectives;
- identify issues and trends of interest to DFAIT;
- recognize the importance of sharing information on development activities and contacts.

Population: DFAIT staff (both political and trade) with limited knowledge and experience with development institutions. (May be of particular interest to staff working on developing country issues or being posted to a developing country)
Mode of Delivery: Classroom

INTRODUCTION TO INTERNATIONAL TRADE FINANCE
2 day   IB0241

This course examines the main financial tools available to Canadian exporters or investors for their activities abroad. This course will prepare the participants to understand challenges faced by firms in finding financing and how to be more proactive in assisting them when posted abroad. The course will cover fundamental concepts such as the export transaction process, international business risks, the commercial contract, sources of financing for the short, medium and long term, project financing, equity financing, Incoterms, and also programs and opportunities offered by EDC, CIDA, CCC and the Multilateral Development Banks.

Population: All employees who require this specialized training for their work
Mode of Delivery: Classroom

INVESTMENT DEVELOPMENT AND STRATEGIC ALLIANCES
2 days   IB0681

This course prepares trade officers for their investment development responsibilities abroad. Case studies and exercises will assist in identifying target companies, presenting investment opportunities to potential investors, and using the support network in Canada. It also includes a module on the variety of forms that strategic alliances can take and that can be used to implement mutually beneficial relationships between Canadian companies and foreign business partners. This course is required to register for Foreign Direct Investment (FDI) Promotion.

At the end of this course, participants will:

- have gained a better understanding of how clients make decisions on investment and strategic alliances;
- have a deeper appreciation of how investment and strategic alliances are critical to Foreign Affairs and International Trade Canada's work in support of international commerce;
- have developed a profile of their role in investment and strategic alliances.

Population: All new entry-level rotational officers; all rotational and non-rotational employees who require this specialized training for their jobs
Mode of Delivery: Classroom

INTERNATIONAL BUSINESS DEVELOPMENT

SCIENCE AND TECHNOLOGY
2 days   IB1001

The goal of this course is to provide personnel with the awareness, clarification and direction necessary to be valued contributors to the Government of Canada's S&T agenda. To be a valued contributor to the Government of Canada's S&T agenda, managers and staff need to: understand how emerging Science and Technology will affect industrial sectors; build their S&T networks at home and abroad.

At the end of this course, participants will be able to:

- identify the role of ITCan and the TCS in the government's S&T Strategy;
- appreciate the significance of Canada's S&T Strategy;
- explain key S&T concepts;
- identify key elements in the commercialization process;
- communicate the value Posts provide to Canada's S&T strategy;
- identify with the work of S&T clients;
- identify issues of importance to players in Canada's key S&T fields;
- recognize opportunities in the S&T arena;
- outline how the TCS could be of assistance to S&T partner-clients;
- effectively represent Canadian S&T interests internationally;
- respond appropriately to local inquiries related to Canadian S&T;
- recognize the need to build and maintain a global S&T network.

Population: The primary target audience for this course in order of priority is:
i) officers leaving on posting to missions with S&T responsibility;
ii) managers and staff in HQ responsible for countries that have S&T activity;
iii) other interested personnel.
Mode of Delivery: Classroom

THE AID MARKET
1 day   IB0245

The goal of this course is to educate members of the Trade Commissioner Service on how they can assist Canadian clients with export and investment opportunities financed by development assistance.

At the end of this one-day session, Trade Commissioners will be able to:

- explain the relationship between international development institutions and Canada's prosperity agenda;
- assess Canadian capability / capacity in the developing market;
- recognize market opportunities created by development finance;
- appreciate how and when procurement decisions are made in development projects;
- identify what clients consider useful leads/intelligence;
- clarify the services provided by Trade Commissioner in the development/aid procurement process.

Prerequisites: Global Learning Initiative-I for Commercial / Economic Managers or GLI-2 for Commercial / Economic Staff, Introduction to Development Finance
Population: DFAIT staff (Trade Commissioners in particular) with limited knowledge and experience with development institutions. (May be of particular interest to staff working on developing country issues or being posted to a developing country)
Mode of Delivery: Classroom

INTERNATIONAL BUSINESS DEVELOPMENT

TRADING HOUSES
1 day   IB0801

This course focuses on raising the Trade Commissioners' awareness of Trading Houses as potential partners. The seminar will explore: (a) the role of Trading Houses in international trade, (b) who and what they are; (c) who uses them; (d) the creation of business networks to respond promptly and effectively to international opportunities; and, (e) the tricks of the trade.

At the end of this course, participants will be able to:

*   appreciate the role played by Trading Houses in developing non-traditional markets (i.e. non-USA);
*   understand better how and why Trading Houses operate;
*   identify international business opportunities that could be directed to Trading Houses.

Population: All employees who require this training for their jobs
Mode of Delivery: Classroom

WORKING THE TRADE SHOWS FROM BOTH SIDES OF THE AISLE
2 days   IB0901

Sometimes finding opportunities at a trade show is like finding a needle in a haystack, except this haystack is so filled with interesting things to see we often miss the obvious. For trade personnel, trade fairs are one of the essential tools of the trade but all too often the inexperienced visitor to a show is overwhelmed. A well planned visit to a show will make a difference. After following this course you will know how to gather market intelligence and make new contacts, how to effectively plan a visit, how to analyze a trade show, the products and services available and how to capture the information for further use. Participants will be taken to an actual trade show on the afternoon of the first day for on-site learning experience with debrief following morning. Your parking fees will be refunded.

At the end of this course participants will be able to:

*   gather market intelligence and make new contacts;
*   effectively plan a visit;
*   analyze a trade show, the products and services available;
*   capture the information for further use.

Population: All employees who require this specialized training for their jobs
Mode of Delivery: Classroom

INTERNATIONAL SECURITY AND COOPERATION

International Security and Cooperation courses are managed by CFSD and are available to indeterminate and determinate employees who require specific training for their job.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/11CFSICourses/courseListCentre-e.asp?c=2

International Security and Cooperation Course List:

INTERNATIONAL SECURITY AND COOPERATION

ADVANCED POLICY WORKSHOP
2 days   CC1004

The course will enhance the ability of participants to execute and oversee the formulation of policy options and recommendations for presentation to senior officials. It will be organized around a simulated policy development exercise focussing on a current policy priority for the Department.

At the end of the course, participants will be able to:

*   analyse problems, objectives, alternatives and consequences;
*   assess trade offs;
*   analyse uncertainties and anticipate future links;
*   prepare and present policy recommendations.

Prerequisites: Policy Analysis and Development (CC1001)
Population: All mid level rotational and non-rotational officers who require this specialized training for their jobs.
Mode of Delivery: Classroom

BILATERAL DIPLOMACY
4 hours   IS0219

This online primer will enable diplomatic professionals at missions and in headquarter to acquire a good grounding in the art of diplomacy and an understanding of its components today and how change is occurring.

At the end of this course, participants will be able to:

*   demonstrate broader and deeper knowledge of the current environment for diplomatic work and the challenges facing diplomacy today;
*   understand the differences between regional and public diplomacy and the importance of each;
*   describe the changing role of the embassy and the way IT innovations are affecting communications;
*   identify the different roles, dynamics and influences in diplomatic decision making;
*   recognize the importance and value of performance management in cultivating efficiency, high-performance and public accountability.

Population: All DFAIT employees at Headquarters and abroad and employees from other government departments working in the area of international relations.
Mode of Delivery: Distance Learning - Self directed

INTERNATIONAL SECURITY AND COOPERATION

CANADA AND THE MIDDLE EAST
2.5 days   IS1812

The course has been designed to provide participants with a clear understanding of the context and major elements surrounding the conflict between Israelis and Palestinians and Canada's position towards this issue through pre course readings, case studies, expert presentations and meeting with members of domestic lobbies interested in the issue.

At the end of the course, participants will be able to:

*   describe key elements and events surrounding this conflict;
*   present the domestic and international contexts in which Canadian policy is developed and implemented;
*   understand the evolution and principles of Canadian policy concerning this major issue;
*   identify key Canadian contributions toward the search for peace.

Population: All new entry-level rotational officers; all rotational and non-rotational officers who require this specialized training for their job
Mode of Delivery: Classroom

CANADA–US RELATIONS I: AN INTRODUCTION
2 days   IS0901

Participants will acquire a basic understanding of the breadth and complexity of the Canada-US relationship, of current challenges facing the relationship, of US political culture and of some of the differences between Canadian and US views of their place in the world.

At the end of the course participants will be able to:

*   describe the US policy process;
*   evaluate the ways in which the US policy process has an impact on Canada-US relations;
*   identify how the US system might be accessed and influenced through an understanding of the structure of the system, its global preoccupations, and of the key issues in the Canada-US relationship.

Population: Entry-level FS officers, desk officers with direct or indirect responsibility for Canada-US relations
Mode of Delivery: Classroom

INTERNATIONAL SECURITY AND COOPERATION

CANADA-US RELATIONS II: MANAGING THE RELATIONSHIP
2 days

IS0903

This advanced-level course provides participants the opportunity to examine the principal channels through which Canada conducts bilateral relations with the United States, and to learn effective techniques for working with a wide range of US and Canadian partners.

At the end of this course, participants will:

* have acquired effective techniques for working with a wide range of U.S. and Canadian partners;
* be familiar with the main areas of bilateral cooperation, including province/state, municipal and regional mechanisms;
* understand the role of DFAIT and Canadian missions in the U.S., and how Canadian representatives at all levels can work effectively to advance issues with the U.S., including through Congress and state legislatures.

Prerequisites: Canada-US Relations I: An Introduction
Population: Desk officers and other DFAIT employees with direct or indirect responsibility for Canada-US relations

CANADIAN FOREIGN AND INTERNATIONAL TRADE POLICY
3 days

IS0641

This course will provide new officers with a common understanding of the Canadian foreign policy process, key Canadian foreign policy priorities, the interplay between foreign and domestic policy, as well as the actors and their respective roles in foreign policy implementation.

At the end of the course, participants will be able to describe and explain:

* The basic determinants of Canadian foreign and trade policy;
* The tensions and complementarities of pursuing foreign policy interests and foreign policy values;
* Key domestic priorities and players of the Canadian government that affect foreign policy, with a special focus on the Department of Foreign Affairs and International Trade;
* The place of development assistance and humanitarian aid in Canadian foreign policy;
* The basic "tool kit" for Canadian diplomats, and how those tools are used in different country/institutional contexts;
* Canada's trade and commercial interests and the ways in which Canada promotes trade;
* The changing international security environment and Canada's recent domestic and foreign policy responses.

Population: All new entry-level rotational officers
Mode of Delivery: Classroom

CANADIAN POLITICAL ECONOMY AND DIPLOMACY
2 days

This course will improve participants' knowledge of Canadian political economy, including the structure and operations of the Canadian economy and political system, and the characteristics of Canadian culture and society.

At the end of this course, participants will be better equipped to:

* interpret economic developments in their host countries;
* more clearly identify Canadian interests and apply this understanding to their work.

Population: All rotational and non-rotational employees who require this training for their work
Mode of Delivery: Classroom

INTERNATIONAL SECURITY AND COOPERATION

CONFLICT ANALYSIS AND RESOLUTION
2 days   IS1371

This course familiarises officers with concepts of war, conflict and peace, with a focus on conflict prevention, management and resolution, and on humanitarian intervention and peace-building. Participants will build on their analytic capacities and develop their skills in the above areas in order to effectively promote policy initiatives in these areas. The training includes case studies and simulation exercises in which participants can apply the skills acquired to formulate recommendations for the Canadian Government.

Upon completion of this course, participants will be able to:

* identify instruments and institutions that can support the development of Canadian government policy on conflict containment and resolution;
* apply knowledge of human security issues in Canadian policy development and take these issues into account in humanitarian interventions and peace missions;
* explain the opportunities and obstacles presented by conflict prevention, management and resolution approaches to help participants develop their skills and become more effective in promoting peace initiatives;
* formulate recommendations for the Canadian government.

Population: All FS-02 rotational officers; all employees who require this specialized training for their jobs
Mode of Delivery: Classroom

ECONOMICS FOR FOREIGN POLICY PRACTITIONERS
3 days   TE0241

This course is intended to provide participants with no economics background an understanding of how economic issues factor into overall geopolitical dynamics. They should develop a better understanding of how economists analyze issues and develop an understanding of key economic definitions, concepts and institutions. They will be instructed on best practices for economic reporting and provided with helpful resource suggestions for locating information and data.

Participants will acquire the following knowledge:

* how economic issues factor into overall geopolitical dynamics;
* develop a better understanding of how economists analyse issues;
* develop an understanding of key economic definitions, concepts and institutions;
* best practices for economic reporting;
* useful resources to locate information and data.

Population: All employees (economics experience is needed)
Mode of Delivery: Classroom

ENERGY SECURITY: AN INTRODUCTION TO ENERGY ISSUES
2 days   TE0683

This is an introductory course on the energy sector and energy security. Participants will learn about Canada's energy profile, energy trade, the role of energy in the Canada/U.S. bilateral relationship and major international energy bodies. Participants will also acquire skills in analysis and reporting on energy and related issues.

Population: Officers who are assigned to posts where energy issues feature prominently, and those whose Headquarters assignment has an energy component
Mode of Delivery: Classroom

INTERNATIONAL SECURITY AND COOPERATION

ENVIRONMENTAL ASSESSMENT

2 hours   IS1509

In this course you will learn how to conduct a Strategic Environmental Assessment by using this tool to conduct a systematic process for evaluating environmental consequences of a policy, plan or program proposal to ensure that environmental considerations are fully included and addressed early in the decision-making process on par with social and economic considerations.

At the end of this course, participants will be able to:

*   define a strategic Environmental Assessment (SEA);
*   define an Environmental Asset (EA);
*   describe the international and Canadian context of SEA;
*   describe how SEA is applied at DFAIT;
*   describe the benefits of SEA.

Prerequisites: Sustainable Development
Population: All employees
Mode of Delivery: Distance Learning - Self directed

HUMAN RIGHTS I

2 days   IS0742

This course provides an overview of evolving human rights issues and their connection to Canadian foreign policy, focusing on the roles of various stakeholders, tools to follow-up on human rights issues, tactics to promote human rights, the relationship between trade and human rights and reporting on the issue.

Population: All new entry-level rotational officers; all rotational and non-rotational employees who require this specialized training for their jobs
Mode of Delivery: Classroom

HUMAN RIGHTS II

1 day   IS0743

This course is designed to prepare officers going on posting to conform to the high standards of the Department in the work they have to do at missions in the Human Rights area. It focuses on international instruments, Canadian practices and reporting on these issues.

Population: All new entry-level rotational officers; all rotational and non-rotational employees who require this specialized training for their jobs
Mode of Delivery: Classroom

INTERNATIONAL SECURITY AND COOPERATION

INTERNATIONAL SECURITY

2 days   IS0441

This course is designed to familiarize participants with the basic concepts of regional, national and international security. It will help identify the actors in security, particularly regional and international institutions and organizations which play a political/military role. It will expose participants to the world's evolving security system, in particular the emergence of new dimensions to such issues as economic, human and environmental security.

At the end of the course, participants will be able to:

*   identify the actors in security, particularly regional institutions and organizations and international institutions and organizations which play a political/military role;
*   explain the dynamic of arms build-ups and disarmament efforts, particularly in new fields such as biological and chemical weapons, and discuss micro-disarmament attempts;
*   show why and how human security has become a central concern in the development of security policy;
*   discuss the impact of international terrorism and transnational crime on policy development, particularly in Canada.

Population: All new entry-level rotational officers; all rotational and non-rotational employees who require this specialized training for their jobs
Mode of Delivery: Classroom

INTRODUCTION TO INTERNATIONAL LAW

2 days   IS0201

This course provides new officers with a basic understanding of international law, to illustrate the importance of international law in relations between nations and governments and to demonstrate how the Department, via the Legal Affairs Bureau, deals with various current issues requiring international solutions.

At the end of the course participants will be able to:

*   identify the key principles of international law embodied in the UN Charter;
*   appreciate the impact of Canada's Constitution on the conduct by Canada of international relations, including the making of treaties;
*   explain the impact of State jurisdiction of its territory and the persons living on it;
*   recognise the importance of the Law of the Sea, especially for Canada;
*   appreciate the importance of international law in relations between states;
*   enumerate the key international instruments protecting individuals or holding them responsible for their actions;
*   identify the main methods of peaceful settlement of disputes and the circumstances where states can use force in international law.

Population: All new entry-level rotational officers; all rotational and non-rotational employees who require this specialized training for their jobs
Mode of Delivery: Classroom

INTERNATIONAL SECURITY AND COOPERATION

ISLAM AND MUSLIM COMMUNITIES: PERSPECTIVES FOR FOREIGN POLICY
3 days   AS0107

This course provides an overview of Islam and Muslim communities that is of direct relevance to foreign policy development and practice. The three day course brings together leading academics and researchers, in addition to government officials and civil society, to equip participants with an analytical and practical framework to address contemporary issues around engagement of Muslim communities.

Participants will gain knowledge of the following:

- core elements of Islam historical development and diversity of contemporary practice;
- relationship between religion, politics and culture and how this is manifested locally and in the international sphere;
- political Islam (Islamic activism): implications for democracy and governance and relevance in fragile states;
- contemporary debates and challenges involving human rights, Sharia law, democracy promotion, and radicalization Canadian government initiatives;
- DFAIT's Muslim Communities Working Group, Canadian diplomats, partner departments involved in community outreach and engagement, and community activists.

Population: This course is designed for DFAIT employees and officials from other departments being posted to Muslim majority countries and Ottawa based employees working on bilateral, multilateral and/or thematic issues related to Muslim communities abroad
Mode of Delivery: Classroom

MISSION POSSIBLE : THE ROLE AND WORK OF POLITICAL-ECONOMIC OFFICERS ABROAD
2 days   IS0101

This course is designed to help political-economic officers going abroad to understand their role, give them practical tools for gathering and reporting information, and acquaint them with their major responsibilities through simulation exercises.

Population: Political-economic officers going abroad
Mode of Delivery: Classroom

MULTILATERAL DIPLOMACY
1 day   IS0341

This course is designed to give participants an overview of multilateral institutions and Canada's participation in them. Participants will be exposed to issues that may be relevant to mission operations and the evolving role of civil society, in particular NGOs, in multilateral diplomacy.

At the end of this course participants will be able to:

- identify key multilateral forums in which Canada participates;
- interpret current Canadian priorities as they relate to the agendas of international organizations;
- discuss what is expected of Canadian diplomats dealing with multilateral issues at bilateral posts;
- explain ways of handling complex and sensitive multilateral scenarios.

Population: All new entry-level rotational officers; officers being posted abroad who require this specialized training for their jobs
Mode of Delivery: Classroom

INTERNATIONAL SECURITY AND COOPERATION

NEGOTIATION I: NEGOTIATING DECISIONS
2 days   CC0473

This course will help participants to establish their personal orientation to negotiating decisions and will familiarize them with the dynamics of group decision-making processes within DFAIT, and with similar decision-making processes involving DFAIT and other government departments.

At the end of this course participants will be able to:

- employ systematic analysis for the establishment of priorities and preferences, and the assessment of tradeoffs among decision options;
- understand integrative bargaining and how to use its various strategies;
- understand different influence tactics and how to apply them;
- apply rational decision protocols to group decision making situations;
- achieve rational decision outcomes that optimize the interests of the various participants in intra- and inter-departmental negotiated decisions.

Population: All new entry-level officers; all rotational and non-rotational employees who require this specialized training for their jobs
Mode of Delivery: Classroom

NEGOTIATION II: BILATERAL NEGOTIATION
2 days   CC0472

This advanced course is designed to provide participants with the knowledge and skills to recognize the impact of different types of negotiation on a working relationship and to select and develop an effective negotiation plan. They will also acquire the abilities required to initiate, conduct and conclude mutually acceptable negotiations; and get practice in the use and recognition of strategies, tactics, ploys and counters in negotiation.

At the end of this course participants will be able to:

- recognize and operate in the various stages of the negotiating process;
- develop appropriate positions for Canada based on negotiating mandates;
- avoid decision-making biases to optimize Canadian interests;
- estimate the presence and parameters of a zone of potential agreement in the negotiations;
- develop strategic and tactical plans for negotiating;
- manage the pattern and pacing of the concession-exchange negotiations process;
- develop appropriate responses for dealing with non-cooperation.

Prerequisites: Negotiations I: Negotiating Decisions
Population: All rotational and non-rotational employees who require this specialized training for their jobs
Mode of Delivery: Classroom

INTERNATIONAL SECURITY AND COOPERATION

PERSONAL SECURITY IN DANGEROUS ENVIRONMENTS
5 Days   CC0110

Specialized personal security training for staff assigned or accredited to dangerous posts (missions located in failing states or regions where the risk of conflict, kidnapping, roadblocks and the like is high).

This training is offered in conjunction with DND's Peace Support Training Centre (PSTC) in Kingston.

Population: This course is offered to employees who will be posted to dangerous missions (Registration authorized by CFSD/HFP)
Mode of Delivery: Classroom

POLICY ANALYSIS AND DEVELOPMENT
2 days   CC1001

This course improves participants' abilities to apply the principal elements of policy analysis and development to a variety of Canadian international public policies. It will present the various stages of an applied problem-solving model of the international public policy process, and commercial-economic and political-economic cases and exercises will be used to illustrate their application in the analysis and development of Canada's international policies.

Population: Entry-level FS officers and all employees requiring this training for their work
Mode of Delivery: Classroom

POLITICAL/ECONOMIC PRACTICE
1 day   IS0171

This course improves participants' understanding of contemporary diplomatic practice and its institutional context in DFAIT headquarters and missions abroad. Participants improve specific skills required for contemporary diplomatic practice such as information and contact management and professional ethics. Participants learn to identify key characteristics of traditional and contemporary diplomacy as well as patterns in Canadian diplomatic practice.

At the end of this course, participants will be able to:

- describe the importance and the nature of contemporary diplomatic practice;
- explain the roles and interaction between DFAIT Headquarters and Missions in key advocacy /representational situations;
- identify and explain potential challenges to their advocacy / representations responsibilities.

Population: All new entry-level political/economic officers; all rotational and non-rotational officers who require this specialized training for their jobs
Mode of Delivery: Classroom

INTERNATIONAL SECURITY AND COOPERATION

PREPARATION FOR UNGA
2 days   IS0801

This course is designed to set the context and provide knowledge and skills for staff assigned on temporary duty to the United Nations General Assembly. Topics include: Canadian priorities and objectives for the UNGA; Canada's historical involvement in the UN; staff roles and responsibilities; the resolution process; stress management. A case study and a simulation are used to explore issues with debriefs provided by DFAIT experts.

At the end of this course, participants will have discussed:

*   the importance of the UN to Canadian Foreign Policy;
*   the issues that Canada considers a priority for UNGA;
*   what Ottawa expects from a JA at UNGA;
*   the UNGA resolution Process;
*   the reporting requirements of a JA on assignment;
*   the electronic research resources available to a JA;
*   the demands on the professional and personal lives of a JA in New York;
*   the basics of negotiating in a multilateral environment;
*   their role as a member of a team and their responsibility for helping each other cope with "life" at UNGA; and,
*   things they need to do to prepare for their departure.

Population: Junior advisors and administrative staff assigned to the UNGA. Participation by invitation
Mode of Delivery: Classroom

PROTECTION OF CIVILIANS IN ARMED CONFLICT
2 days   IB2401

This interactive course examines the legal, policy and operational aspects of humanitarian action and international humanitarian law (IHL) to enhance the legal and physical protection of civilians (POC). It aims to equip officers going or working on fragile states with the tools to promote and develop effective responses to protection concerns. The first day provides an understanding of the normative framework of POC and IHL, the key players involved (governments, UN, ICRC, NGOs, regional organizations) and the spectrum of protection activities, including monitoring tools and enforcement mechanisms. The second day examines the challenges faced in the practical application of POC and IHL such as neutral and independent humanitarian action, civil-military cooperation, non-state armed groups, the privatisation of warfare, and complementary normative frameworks, including through the use of panels and case studies.

Population: Officers working on protection of civilians in armed conflict, humanitarian action and international humanitarian law either at mission or at headquarters
Mode of Delivery: Classroom

RESPONDING TO NATURAL DISASTERS
1 day   IS1601

This course, developed with CIDA, is of particular interest to those who will be posted to countries prone to experiencing earthquakes, floods, hurricanes, famine, and volcanic eruptions, and to headquarters personnel who must manage the consular and OGD coordination of any Canadian response. Using case studies and lectures, the course covers the nature of disasters, needs of those affected, the roles of the various international and Canadian Government agencies, and response systems and procedures.

Population: Officers with responsibility for recovery from natural disasters, either in the mission or in headquarters.
Mode of Delivery: Classroom

SUSTAINABLE DEVELOPMENT

2 hours   IS1306

This course provides a theoretical framework by identifying the core concept and considerations that define Sustainable Development as it is understood and practised at the Department of Foreign Affairs and International Trade Canada (DFAIT). The course makes Sustainable Development to day-to-day activities within the Department.

At the end of this course, participants will be able to:

- define sustainable development (SD);
- describe its importance to the DFAIT community;
- identify government commitment and priorities;
- describe DFAIT Sustainable Development strategy and initiatives.

Population: All employees
Mode of Delivery: Distance Learning - Instructor directed

LEADERSHIP AND MANAGEMENT DEVELOPMENT PROGRAM

Leadership and Management Development courses are managed by CFSD and are available to indeterminate and determinate employees who require specific training for their job.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/12CFSIPrograms/ProgrammeInfo-e.asp?id=17

Leadership and Management Development Course List:

LEADERSHIP AND MANAGEMENT DEVELOPMENT PROGRAM

DEPUTY DIRECTOR MANAGEMENT TRAINING IN AN INTERNATIONAL CONTEXT

5 days   MN0242

This course is based on the competency profile developed by the Public Service Commission for its middle-managers and specifically adapted for our Department. The aim of the course is to provide participants with key skills and knowledge which will enable them to become effective managers in a Foreign Affairs context. Topics include leadership, communication, values and ethics, establishing and maintaining effective working relationships, feedback and coaching, change management and teamwork. An upward feedback exercise is required prior to the course and will be coordinated by CFSD.

At the end of the course, participants will be able to:

- understand your role as a manager and a leader;
- apply leadership models to appropriate situations in the workplace;
- have a better understanding of your management style and the impact of this on others;
- implement appropriate strategies to make your management style more effective.

Population: Deputy Directors who have been managing staff for a minimum of six months prior to the course
Mode of Delivery: Classroom

DIRECTORS' ORIENTATION PROGRAM

5 days   MN0492

The purpose of this course is to prepare newly appointed Directors to assume their managerial responsibilities. The participants will meet with Senior Managers to acquire a better understanding of their roles and contributions in light of Departmental priorities and main challenges. Participants will participate in an on-line simulation which presents HR and Financial management issues that occur during a year in the life of a Director at Headquarters. They will meet with Departmental HR and Financial experts and through practical exercises will build on the knowledge and skills acquired during the simulation.

In addition, the participants will undergo a 360 feedback exercise which will give them access to how their leadership competencies are perceived by others, and consequently will develop strategies to improve their leadership effectiveness.

At the end of this course participants will be able to:

- understand your role and responsibilities in the context of senior management expectations and new departmental directions and priorities;
- make more informed decisions in the areas of human and financial resources management and have an awareness of the resources available if assistance is required;
- better understand your management style and its implications and develop strategies to manage more effectively.

Population: Directors recently arrived from abroad and newly appointed Directors at Headquarters
Mode of Delivery: Classroom

HEADS OF MISSION PRE-DEPARTURE (HOM)

10 days   MN0393

This course provides participants with the competencies necessary to assume a leadership and managerial role in the diverse Programs of a mission: organisational awareness, vision, communication, team building, action management, inter personal relation and values and ethics. It will also prepare Heads of Mission to represent Canada's interests and government priorities at their missions.

Population: Newly appointed Heads of Mission
Mode of Delivery: Classroom

LEADERSHIP AND MANAGEMENT DEVELOPMENT PROGRAM

ORIENTATION FOR NEW AND RETURNING EXECUTIVES
2 days   MN9903

This course will facilitate the reintegration of executives returning from posting to current departmental realities.

At the end of this course, participants will be able to:

*   better understand DFAIT's priorities, key commitments and challenges within the federal government;
*   identify senior management's expectations regarding their role and responsibilities;
*   explain what results the central agencies expect from the Department, and the role auditing plays in the management accountability framework.

Population: New executives and those returning to headquarters from posting
Mode of Delivery: Classroom

PROGRAM MANAGERS ABROAD
5 days   MN0443

This course will provide participants with the skills and knowledge necessary to assume leadership and managerial roles at missions and to prepare them to promote Canadian interests in their host countries. Participants will: 1) review government priorities and departmental strategies that will have an impact on their Programs; 2) understand the leadership and managerial competencies necessary to be successful as Program managers abroad: organisational awareness, communication, team building, action management, inter-personal relations and values and ethics.

At the end of this course, participants will be able to:

*   understand your role as a leader and manager of a program within a Mission;
*   make informed decisions with respect to financial and personnel management and be aware of resources available if assistance is required;
*   manage staff in an international context;
*   establish partnerships with other relevant departments;
*   manage crises.

Population: Managers who have managerial responsibilities for a Program and who supervise both Canada-based and Locally Engaged Staff. Managers will be selected in cooperation with HPD and will be contacted directly by CFSD
Mode of Delivery: Classroom

LEADERSHIP AND MANAGEMENT DEVELOPMENT PROGRAM

SUPERVISION AT THE MISSION

5 days   MN0272

The purpose of this course is to prepare officers, who are about to leave on their first posting, to take on the responsibility of supervising abroad. Part of the course will focus on supervisory skills including leadership, communication, giving feedback, motivation, performance management, dealing with difficult situations, hiring practices, as well as values and ethics. Another part of the course will focus on learning about intercultural effectiveness in relation to supervision at the mission. A strong emphasis will be put on the development of intercultural competencies, and a country-specific module will give participants the opportunity to have a one-on-one meeting with a resource person from their country of destination that will assist them in adapting to that specific country and culture.

At the end of this training, participants will be able to:

* identify the dimensions of culture;
* build upon one's intercultural effectiveness by practising bridging cultural dilemmas, taking into account the values of each culture;
* apply one's skills in bridging cultural dilemmas with a resource person from the country of assignment;
* define the process of interpersonal communication and its barriers;
* demonstrate the use of active listening skills;
* give effective feedback;
* select a management style appropriate to the situation and the person;
* recognize how individual behaviours contribute to the dynamics of the group;
* create an atmosphere that encourages and rewards people that work together.

Population: Employees being posted in the upcoming summer, and who will have supervisory duties for the first time abroad
Mode of Delivery: Classroom

LOCALLY ENGAGED STAFF IN-CANADA PROGRAM

The prospective participant should not apply to CFSI. A participant must be nominated by his Program manager. Registration is done by the Mission Training Coordinator in cooperation with CFSS or CFSD and the AMAs. Refer to the LES Training Guide, Section 5.1.4, on CFSI Intranet site for further details at:
http://intranetapps/cfsi/virtual/15MissionsandLESTraining/policies-e.asp

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/12CFSIPrograms/ProgrammeInfo-e.asp?id=16

Locally Engaged Staff In-Canada Course List:

LOCALLY ENGAGED STAFF IN-CANADA PROGRAM

LES – ACCOUNTANTS AND ASSISTANT ACCOUNTANTS
10 days   IC0551

This course deals with an overview of the government's financial system, a review of accrual accounting and IMS, FSDs, hospitality and travel directives. In order to better manage these tasks in the work environment, core skills are also included such as cultural awareness and client service.

Population: Locally Engaged Staff Senior Accountants and Assistant Accountants
Mode of Delivery: In-Canada Classroom

LES – ASSISTANTS TO HEADS OF PROGRAM
10 days   IC0121

This course deals with writing skills, hospitality, travel directives, computer software skills, high level visits and protocol, managing information, oral communication, team work, stress management, client service, time management and cultural awareness. One day is set aside for program-related meetings.

Population: LES Assistants to Heads of Program
Mode of Delivery: In-Canada Classroom

LES – POLITICAL/ECONOMIC AND PUBLIC AFFAIRS OFFICERS
5 days   IC0651

This course is designed to help locally engaged political/economic and Public Affairs officers from Canadian missions obtain both recent information on policy priorities and improve their skills in communication and analysis.

Population: Locally engaged PERPA officers in Canadian missions. Participation by invitation further to consultation with geographic bureau and missions
Mode of Delivery: Classroom

LES – PROPERTY AND MATERIEL MANAGERS AND ASSISTANTS
10 days   IC0351

This course deals with property and materiel issues, contracts, leases and core training with modules on delivering quality service, cross cultural awareness and team work.

Population: Locally Engaged Staff responsible for Property & Materiel Management
Mode of Delivery: In-Canada Classroom

LES – RECEPTIONISTS
8 days   IC0721

This course deals with understanding Canada and our Department, intercultural effectiveness, client service, telephone skills and etiquette, dealing with difficult clients, dealing with security issues in the reception area, managing priorities, accessing electronic information, stress management, teamwork, and computer software skills.

Population: LES receptionists
Mode of Delivery: In-Canada Classroom

LES - PERSONNEL OFFICERS AND ASSISTANTS

10 days   IC0751

This course deals with classification, staffing, compensation, staff relations, and performance management. In order to better manage these programs in the work environment, core skills are included such as client service, supervision, teamwork, the Values and Ethics Code, Foreign Service Directives, Occupational Health and Safety and cultural awareness.

Population: Locally Engaged Staff who work in the area of personnel administration
Mode of Delivery: In-Canada Classroom

ORGANIZATIONAL EFFECTIVENESS

Organizational Effectiveness courses are managed by CFSD and are available to indeterminate and determinate employees who require specific training for their job.

Personnel Administration Course List:

ORGANIZATIONAL EFFECTIVENESS

ORGANIZATIONAL EFFECTIVENESS: SERVICES FOR HEADQUARTERS AND MISSIONS

As Required

The Centre of learning for International Affairs and Management (CFSD) provides various services to divisions and bureaux to work in partnership with work units in increasing their effectiveness and performance.

CFSD supports managers and their work group:

- to address their different challenges and issues such as communication or interpersonal relationships;
- to plan efficiently the way ahead by establishing priorities, developing action plans and managing the transition during a change.

Team-building sessions are designed to:

- support a team in planning their short and long term goals;
- solve internal challenges and evolve into a more cohesive work unit.

Change management supports managers and organisations in working with:

- preparing;
- implementing;
- Sustaining the change.

Population: DFAIT work units at Headquarters and at Missions
Mode of Delivery: Classroom

PHYSICAL RESOURCES MANAGEMENT

Resource Management courses are managed by CFSS and are available to indeterminate and determinate employees who require specific training for their job.

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/11CFSICourses/courseListCentre-e.asp?c=4

Resource Management Course List:

PHYSICAL RESOURCES MANAGEMENT

PROPERTY & MATERIEL MANAGEMENT
10 days   OM0005

This course will provide participants with the ability to manage and administer property and materiel at missions abroad in accordance with current government and DFAIT policies and best practices.

Prerequisites: Completion of the self-study course "Property and Materiel Management" (PM0307)
Population: Individuals responsible for the acquisition, maintenance and disposal of physical resources at missions abroad
Mode of Delivery: Classroom

PROPERTY & MATERIEL MANAGEMENT (PMM) SELF-STUDY PROGRAM
30 hours   PM0307

This self-study learning program consists of 31 modules designed to provide the student with the knowledge and abilities required to manage and administer property and materiel at missions abroad in accordance with government and departmental policies.

Population: Individuals responsible for the acquisition, maintenance and disposal of physical resources at missions.
Mode of Delivery: Distance Learning - Self directed

PUBLIC DIPLOMACY

Public Diplomacy courses are managed by CFSD and are available to indeterminate and determinate employees who require specific training for their job. **All courses are bilingual.**

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/11CFSICourses/courseListCentre-e.asp?c=2

Public Diplomacy Course List:

ADVOCACY

PD0209

4 hours

This course is designed to meet the practical needs of officials who engage in advocacy to promote Canadian interests internationally. The curriculum will provide instruction on successful advocacy, and it will provide the opportunity to put the information into practice.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

CONTEMPORARY DIPLOMACY

PD0229

4 hours

This course will enable participants to describe the changes in the practice of diplomacy in the early twenty-first century which entail both substance and process: from the steady increase in groups of countries coming together to pursue common interests, to new procedures foreign ministries and their networks of embassies adopt to pursue their work.

At the end of this course, participants will be able to:

*   demonstrate broader and deeper knowledge of the current environment for diplomatic work and the challenges facing diplomacy today;
*   understand the difference between regional and public diplomacy and the importance of each;
*   describe the changing role of the mission and the way IT innovations are affecting communications;
*   identify the different roles, dynamics and influences in diplomatic decision-making;
*   recognize the importance and value of performance management in cultivating efficiency, high-performance and public accountability.

Population: All new entry-level officers; all DFAIT and OGD who require this specialized training for their jobs
Mode of Delivery: Distance Learning - Self directed

INTRODUCTION TO ADVOCACY

PD0203

0.5 day

This course is designed to meet the practical needs of officials who engage in advocacy to promote Canadian interests internationally. The curriculum will provide instruction on successful advocacy, and will provide an opportunity to put the information into practice.

At the end of this course, participants will be able to:

*   appreciate why advocacy is at the centre of the professional activities of the Canadian diplomatic corps;
*   understand the crucial importance of networking for effective advocacy;
*   identify the essential steps that must be taken to engage in strategic advocacy activities when they are needed to advance Canadian interests.

Population: Employees being posted abroad
Mode of Delivery: Classroom

SECURITY EDUCATION AND AWARENESS PROGRAM

Security courses are managed by ISC and are available to indeterminate and determinate employees who require specific training for their job. **All courses are bilingual unless otherwise indicated.**

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/12CFSIPrograms/ProgrammeInfo-e.asp?id=26

Security Education and Awareness Course List:

SECURITY EDUCATION AND AWARENESS PROGRAM

COMBINATIONS AND LOCKS
2 days   SE0702

This course is designed to familiarize employees with combinations and locks operations. It contains an overview of the different types of locks, changing security combination settings, choosing combination settings, recording new settings and the upkeep and maintenance of locks.

Population: Employees who are responsible for changing combinations and locks at missions
Mode of Delivery: Classroom

EXECUTIVE DRIVER TRAINING TECHNIQUES
5 days   SE0423

This course provides an overview of the general characteristics of the vehicle and its operating limitations including necessary adjustment of driving techniques to environmental requirements and situations. Practical driving techniques: steering, timing, braking, throttle control, high speed cornering, forward and reverse flick and evasive action. The course provides individuals with information related to driving including how to quickly identify, select and implement proper and correct evasive action in conditions involving potential hazards.

Population: Head of Mission drivers and their replacements located at missions where the threat of a terrorist attack or other dangerous situations is high. Note: Candidates are to be identified by their respective Regional Security Manager in ISR
Mode of Delivery: Classroom

INFORMATION TECHNOLOGY SECURITY MODULE
2 hours   SE0401

This course is designed to familiarize employees with IT security concepts necessary to ensure the protection of sensitive information and assets. This module also provides employees with specific information to assist them in selecting the most appropriate tool for the processing, communicating, storing and destruction of information. It contains an overview of basic questions related to IT and of protective measures in place to ensure the protection of information and assets.

Population: All employees
Mode of Delivery: Classroom

INTRODUCTION TO SECURITY
1.5 hours   SE0101

This course is designed to familiarize new employees with basic security concepts and procedures in place at Headquarters. It contains an overview of various security programs at DFAIT including security of information, personnel security, information technology security and physical security measures and emergency procedures at Headquarters. We encourage employees who have never attended or have not attended the course in the past three years to register.

Population: Mandatory for all new employees and individuals hired on contracts
Mode of Delivery: Classroom

SECURITY EDUCATION AND AWARENESS PROGRAM

INTRUSION DETECTION ACCESS CONTROL SYSTEMS (IDACS)
2.5 days   SE0602

This course is designed to provide participants with the knowledge required to operate the Intrusion Detection Access Control System (IDACS). It contains an overview of IDACS operating system.

Population: Employees who manage the IDACS system at mission
Mode of Delivery: Classroom

LES – SECURITY MODULE FOR LES WORKING IN PROPERTY MANAGEMENT
1 hour   SE1301

This module will familiarize employees with threats to information, assets and people, to provide them with the knowledge necessary to ensure the integration of physical security and personal safety measures in the selection and fit-up of staff quarters and official residences (ORs). It contains an overview of the threats to information, assets and people, selection of appropriate security measures for low, medium and high-risk situations, identification of security elements to be included in chancery property projects.

Population: Locally Engaged Staff (LES) whose position requires participating in the selection and fit-up of staff quarters (SQs) and official residences (ORs) as well as in the planning of chancery construction projects
Mode of Delivery: Classroom

MISSION SECURITY OFFICER
1 day   SE0142

This course is designed to familiarize employees who have been identified as Mission Security Officer (MSO) or Deputy Mission Security Officer (DMSO) with their responsibilities. It contains an overview of the security organization at the mission, physical security and personal safety measures in place abroad, as well as sources of information and assistance available at the mission and at Headquarters. This module is mandatory for employees identified as Mission Security Officer (MSO) or Deputy Mission Security Officer (DMSO).

Prerequisites: MSOs and DMSOs are advised to take the Locks and Combinations and IDACs security modules as well
Population: This module is mandatory for employees identified as Mission Security Officer (MSO) or Deputy Mission Security Officer (DMSO)
Mode of Delivery: Classroom

PERSONNEL SECURITY BRIEFING FOR MANAGERS
0.75 hours   SE0941

This course is designed to provide managers with information on the security screening process. It contains an overview of the security screening process in the Public Service, process of enhanced reliability checks and security assessments, procedures for requesting a security clearance for Canada Based Staff and Locally Engaged Staff.

Population: Managers at Headquarters or abroad who are responsible for hiring decisions. Participation by invitation further to consultation with geographic bureaux and missions
Mode of Delivery: Classroom

SECURITY EDUCATION AND AWARENESS PROGRAM

PRE-POSTING SECURITY MODULE
0.75 hours   SE0301

This course is designed to familiarize employees leaving for post with security principles through the application of a simplified threat and risk assessment. The session covers all areas of security identifying good and poor security practices as well as underlying reasons for or against each practice. It contains an overview of the security program, identification of resources that DFAIT must protect abroad, threats to those resources and identification of security measures.

Population: DFAIT employees being posted abroad and their dependents. Employees from other departments being posted abroad and their dependents. Participation by invitation further to consultation with geographic bureaux and missions
Mode of Delivery: Classroom

PROTECTION OF CABINET DOCUMENTS
2 hours   SE1501

This course is designed to familiarize employees with the security procedures required to ensure the protection of cabinet documents. This module covers various subjects related to the handling of cabinet documents including an overview of the cabinet document tracking system, advice on how to handle cabinet documents and who to contact for more information.

Population: Employees who need to create or handle cabinet documents
Mode of Delivery: Classroom

REGIONAL SECURITY BRIEFING
0.75 hours   SE1042

This course is designed to familiarize employees with foreign intelligence issues. It contains background material on the intelligence service of the particular country they are being posted to, a description of how the intelligence service fits into the government structure, its strategic functional priorities, an outline of how the intelligence service is known to operate in its own country as well as some insight into the activities of intelligence services in Canada.

Population: Employees who are posted to countries of special concerns and desk officers working in the same countries
Mode of Delivery: Classroom

SECURITY COURSE FOR MILITARY SECURITY GUARDS
2.5 weeks   SE0303

This course is designed to provide Military Security Guards posted at our missions with basic security concepts and principles and to prepare them to assume their responsibilities at the mission. Note: This course is administered by DND's Military Security Guard Unit (ISRK). An overview of security procedures at the mission, personnel security, information technology (IT) security, and locks and combinations.

Population: Military Security Guards. Participation by invitation further to consultation with geographic bureaux and missions
Mode of Delivery: Classroom

SECURITY EDUCATION AND AWARENESS PROGRAM

SECURITY OF INFORMATION MODULE
3 hours   SE0201

This module provides information on how to recognize and process sensitive information. At the end of this course you will be able to: identify "what is an information"; recognize sensitive information; determine which information is in the "national interest"; determine which information is in "other interest"; identify the mandatory exceptions under "ATIP"; identify the discretionary exceptions under "ATIP"; and choose the level of sensitivity. It contains an overview of the classification and designation system, including a look at secure equipment, secure ways of transmitting and transporting sensitive information, storage requirement and secure ways of destroying sensitive information. NOTE: "ATIP" = Access to Information and Privacy Act.

Population: All employees
Mode of Delivery: Classroom

SITUATIONAL MANAGEMENT SEMINAR SELF-STUDY MATERIAL
2 days   SE0902

Personal Safety and Security Awareness: This module is comprised of general short lectures on selected personal safety and security topics of interests to all staff.

Population: All employees
Mode of Delivery: Distance Learning - Self directed

SITUATIONAL MANAGEMENT STRATEGIES SEMINARS (SELF DEFENCE TECHNIQUES)
2 days   SE0902

This seminar assists participants in assessing potential risks, taking preventive measures and responding in attack situation. The seminar will also cover topics such as: understanding your legal rights; dealing with abusive behaviour; awareness and avoidance considerations; verbal de-escalation; sexual harassment and workplace violence, crime preventions; situational simulations and defensive tactics. This seminar is highly recommended for employees, spouses and teen-aged children of employees departing on post.

Population: Priority to employees and to spouses and teen-aged children of employees departing on posting. Employees and their teen-aged children not posted abroad can also register for the seminar, if place available
Mode of Delivery: Classroom
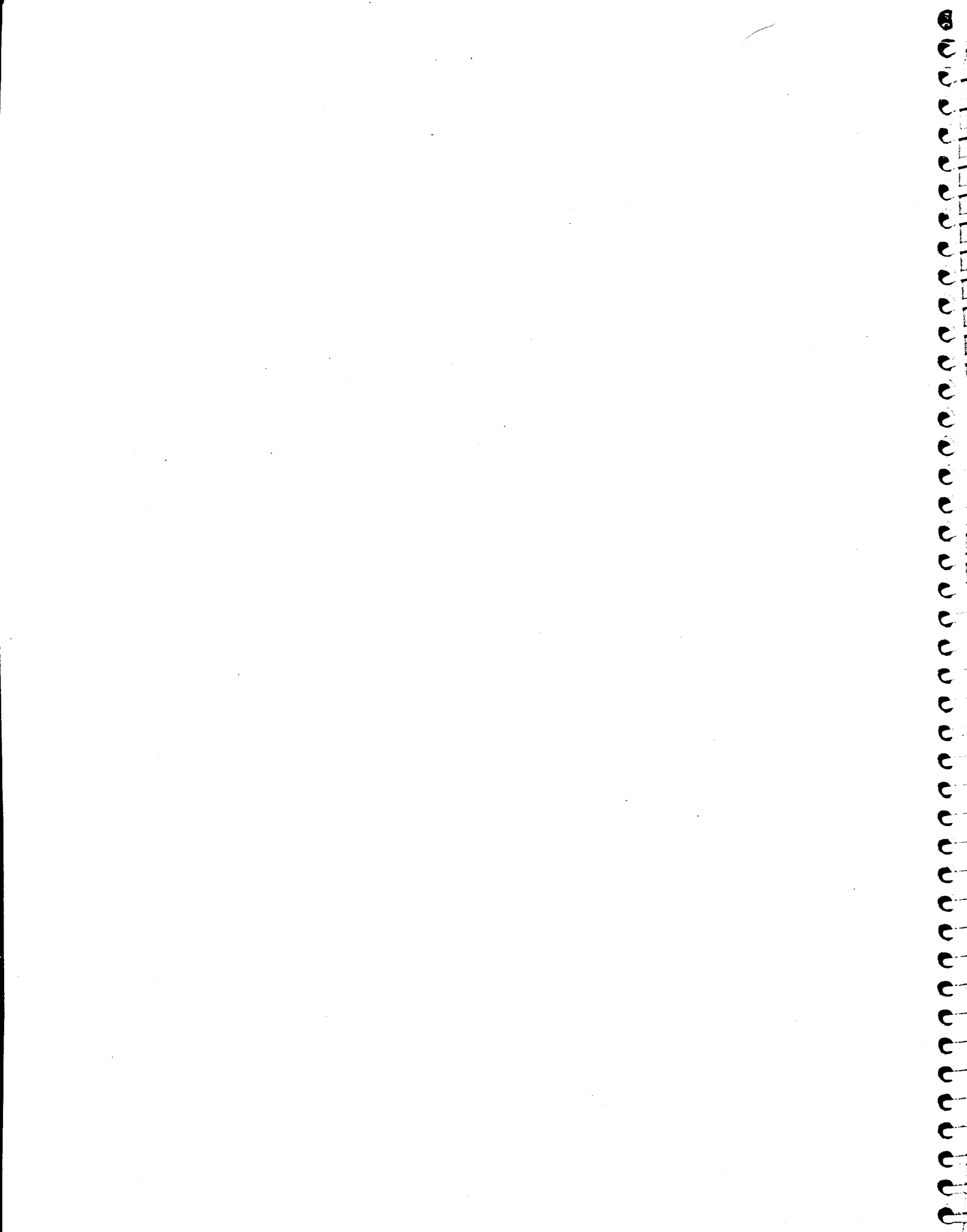
TECHNICAL TRAINING PROGRAM

Technical Training courses are managed by SXMT and are available to indeterminate and determinate employees who require specific training for their job.

For course information and registration, please contact Roger Giguère/SXMT at (613) 946-3511. Dates are subject to change. Please refer to SXMT's Technical Pages at: http://intranetapps/cfsi/virtual/12CFSIPrograms/ProgrammeInfo-e.asp?id=28 for the latest schedule and availability and for course material. **Courses are in English unless otherwise indicated.**

ALARM SYSTEMS: INTRUSION DETECTION ACCESS CONTROL SYSTEM (IDACS)
8 days   AL03

C5 ADMINISTRATION: TACLANE INSTALLER COURSE
3 days   C506

C5 ADMINISTRATION: TACLANE/DATA TRANSFER DEVICE (DTD) OPERATOR COURSE
1 day   C507

CABLING INFRASTRUCTURE
4 days   NE04

CORE: FSITP TOOLKIT
5 days   CO01

CORE: SXD TECHNICAL OVERVIEW
1 day   CO03

CORE: SXMT - ESMAIT TECHNICAL TRAINING (ETT) FOR CS
9 days   CO04

CORE: SXMT - ESMAIT TECHNICAL TRAINING (ETT) FOR EL
9 days   CO05

INFOBANK FOR TECHNICAL PERSONNEL ONLY (FS-ITP)
4 hours   IB01

INFORMATION TECHNOLOGY ASSETS MANAGEMENT SYSTEM (ITAMS) - REMEDY
1 day   NE05

NETWORKING: SIGNET NETWORK ELEMENTS
5 days   NE02

PC: LEXMARK OPTRA S 1855 AND OPTRA T614N PRINTER MAINTENANCE AND TROUBLESHOOTING
1 day   PC05

PC: TEMPEST AWARENESS
1 day   PC07

PC: TEMPEST AWARENESS FOR CRs & SCYs
4 hours   PC09

PC: TEMPEST EQUIPMENT MAINTENANCE
3 days   PC08

PKI: MISSION LOCAL REGISTRATION AUTHORITY (LRA)
4 hours   PK03

TECHNICAL TRAINING PROGRAM

POWER SOURCES: GROUNDING, BONDING, SHIELDING AND LIGHTNING ARRESTER
3 days
PO02

RADIO: PERSONAL SAFETY RADIO NETWORK (PSRN)
2 days
RA01

SATELLITE SYSTEMS: PORTABLE SATELLITE TELEPHONE (PSATCOM)
2 hours
SA01

SATELLITE SYSTEMS: VERY SMALL APERTURE TERMINAL (VSAT)
4 days
SA02

SECURITY: SPECIAL PROTECTIVE FACILITY (SPF) DOOR MAINTENANCE
1 day
SE01

SERVER: SIGNET 3 HP HARDWARE
1 day
SV05

SERVER: WINDOWS 2003 SERVER
3 days
SV04

SIGNET 3 SPECIFICS
3 days
SI12

SIGNET REMOTE ACCESS (SRA)
3 hours
SI15

SIGNET SUPPORT TO MICRO MISSIONS
4 hours
SI13

TELEPHONE SYSTEMS: BASIC TELEPHONY
6 days
TE01

TELEPHONE SYSTEMS: MITEL SX2000 MAINTENANCE FOR FSITP
10 days
TE18

TELEPHONE SYSTEMS: NORTEL BUSINESS COMMUNICATIONS MANAGER (BCM)
5 days
TE16

TELEPHONE SYSTEMS: NORTEL DIGITAL TRUNK INTERFACE (DTI) & ISDN
5 days
TE07

TELEPHONE SYSTEMS: NORTEL ELECTRONIC SWITCHED NETWORK (ESN)
3 days
TE08

TELEPHONE SYSTEMS: NORTEL MERIDIAN OPTION 11C INSTALLATION AND MAINTENANCE
5 days
TE05

TELEPHONE SYSTEMS: NORTEL MERIDIAN OPTION 21-81 INSTALLATION AND MAINTENANCE
3 days
TE12

TELEPHONE SYSTEMS: NORTEL MERIDIAN X11 FEATURES
3 days
TE11

UNINTERRUPTED POWER SYSTEM (UPS) TOSHIBA SERIES 1400, 1600EP & 1700 MODELS
3 days
PO05

TECHNICAL TRAINING PROGRAM

VOICE MAIL SYSTEMS: OCTEL SYSTEM MANAGER/ADMINISTRATOR
4 days   VM01

VOICE MAIL SYSTEMS: OCTEL TECHNICIAN
2 days   VM02

WINDOWS: WINDOWS XP PROFESSIONAL
1 day   XP01

TRADE AND ECONOMIC POLICY

Trade and Economic Policy courses are managed by CFSD and are available to indeterminate and determinate employees who require specific training for their job. **All courses are bilingual.**

For course deliveries please visit the Website at: http://intranetapps/cfsi/virtual/11CFSICourses/courseListCentre-e.asp?c=2

Trade Policy Course List:

TRADE AND ECONOMIC POLICY

TRADE POLICY AND MARKET ACCESS
2 days   TE0242

This course examines the principal trade regulations as they are applied in various international agreements. It covers the fundamentals of the trading system such as disguised barriers to trade, GATT articles and other agreements, market interventions, the new trade agenda, and policy and access issues often encountered at missions.

At the end of this course participants will be able to:

*   assess trade policy proposals or policies in place;
*   provide informed comment or analysis of current trade policy issues;
*   identify market access issues.

Population: All employees who require this specialized training for their jobs
Mode of Delivery: Classroom

OTHER LEARNING ACTIVITIES

INDIVIDUAL PROFESSIONAL TRAINING (IPT)

The Centre for International Affairs Learning and Management Development (CFSD) provides funding for DFAIT employees, whether at Headquarters or at post, to take training which will further knowledge and/or skills directly relevant to their current job and responsibilities.

Population: All employees
Mode of Delivery: Classroom

TRAINING OUTSIDE WORKING HOURS

The Centre of Learning for International Affairs and Management (CFSD) manages the Training Outside Working hours (TOWH) policy for employees to take training (other than language training) outside of working hours

Such training must be offered by recognized educational institutions to improve job performance and/or to complement career development objectives.

Population: All employees
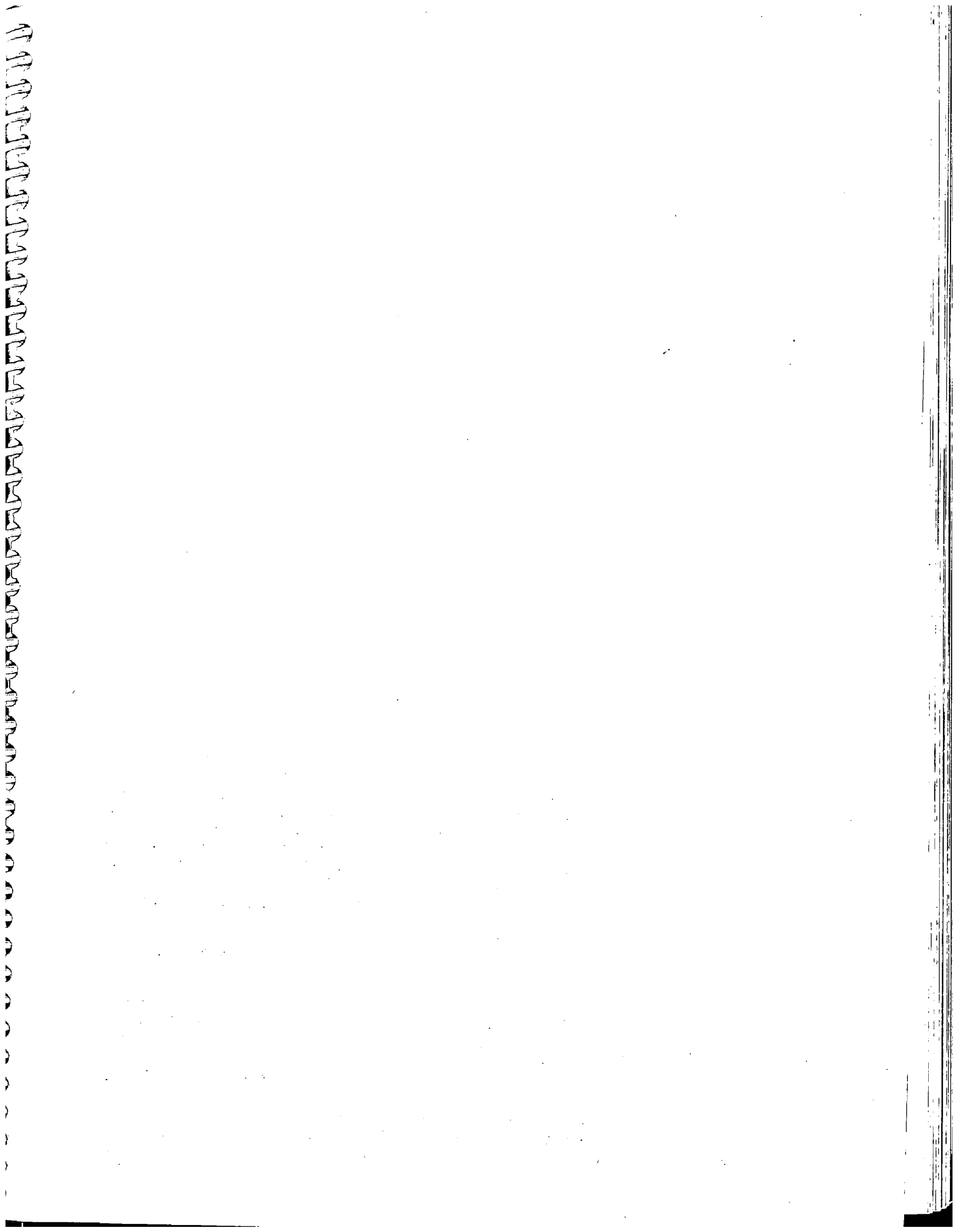
USEFUL RESOURCES/WEBSITES

BISSON CAMPUS GUIDE

Many of CFSI's courses are delivered at our Bisson facility in Gatineau, a 10 minute car ride from the Lester B. Pearson building. A Visitor's Guide to the Bisson Campus is on CFSI's Intranet site at: http://intranetapps/cfsi/virtual/10AboutCFSI/Guide2Bisson/GuideIndex-e.asp?WhereTo=Pearson2Bisson . Paper copies of the guide are also available in CFSI. The guide provides details of the services offered and includes directions and a map on how to get from the Lester B. Pearson Building to the Bisson Campus.

Messages may be left for students with the Bisson Campus reception at (819) 956-7027 or by fax at (819) 994-7190. Students are responsible for checking with the reception for messages. Urgent messages will be delivered to the student's classroom.

BISSON RESOURCE CENTRE

The Resource Centre (Room 109 at our Bisson Campus) offers educational material for languages being studied (e.g. text books, audio or video cassettes, dictionaries, linguo-cultural aids). The Resource Centre records foreign language news or cultural Programs on video tapes from SCOLA (Satellite Communication for Learning). Course instructors should be consulted for further details. Hours of operation are from 8:00 a.m. to 4:00 p.m. Monday to Friday.

CANADA SCHOOL OF PUBLIC SERVICE

Through the Canada School of Public Service, federal public servants have one-stop access to the common learning resources they need to effectively serve Canada and Canadians.

For more information, please visit their website at www.myschool-monecole.gc.ca where you will find information on:

- the new *Policy on Learning, Training and Development* and the new role for the school;
- key components of foundational learning, including orientation training on authority delegations, official languages, professional and leadership foundations;
- descriptions for all School classroom and online courses, as well as planned conferences and special events; and
- information o the School's support to organizations and the public service through organizational leadership and innovation in public management.

CFSI TRAINING POLICIES

Policies regarding training are available on the Department's CFSI intranet site at: http://intranetapps/cfsi/virtual/16TrainingPolicies/TrainingPolicies-e.asp

CFSI VIRTUAL

Information regarding CFSI training such as course and Program descriptions, target audience and dates is available in hard copy through the Registrar's office or electronically via the Department's CFSI intranet site at: http://intranetapps/cfsi/virtual/menu-e.asp

HORIZONS

The Horizons Intranet site brings together all the information and tools that are useful and relevant to members of the Trade Commissioner Service at post and at Headquarters. It includes such diverse content as sectoral information, service delivery guidelines, an orientation kit for new employees, a list of essential information for Program managers and a handover log. Horizons is managed by the Trade Commissioner Service Operations Division.

The Horizons Website is located at: http://intranet.dfait-maeci.gc.ca/trade/tcs-sdc/horizons/main_e.asp

USEFUL RESOURCES/WEBSITES

PUBLIC DIPLOMACY RESOURCE

This Website is primarily a Virtual Tool Kit for Mission Public Affairs Officers. It provides employees with direct access to sources of public affairs material - photos of DFAIT politicians, Governor General and Prime Minister, departmental and other federal logos, communications information and contacts, useful links, etc. The site address is www.publicdiplomacy.gc.ca

The resource site is intended for use by DFAIT staff only. To use this site from a non-Signet computer, you will need to type in 'publisite' as the username and use 'diplo2000' as the password.

ALPHABETICAL LIST OF COURSES

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