



FIDI GLOBAL ALLIANCE

FIDI ACADEMY

A world of services
designed for your business!

FIDI ACADEMY

INVEST IN YOUR PEOPLE

INVEST IN YOUR BUSINESS

With programmes developed by industry experts specifically for Global Mobility professionals, the FIDI Academy offers unique, diverse and innovative learning options.

Training courses are available in multiple formats, such as residential seminars, coaching, webinars and e-learning.



THE FIDI ACADEMY: WHAT IS IT?

The FIDI Academy is a leading provider of educational services for the global mobility industry.

With programmes developed specifically for the industry, by the industry, the FIDI Academy offers unique and innovative learning tools for all moving and global mobility stakeholders from newcomers to leaders.

Programmes are available in multiple formats, such as residential seminars, webinars and e-learning and are regularly updated to reflect changes in our industry.

The FIDI Academy also promotes career development by recognising and rewarding individuals and companies that actively encourage, share and support industry knowledge.

For more information on in-house training and tailor-made workshops, contact the FIDI Academy team at academy@fidi.org



FIDI ACADEMY

TRAINING COURSES

WEBINARS

- ✓ Low cost
- ✓ Flexible
- ✓ Industry topics
- ✓ Soft skills
- ✓ At your desk
- ✓ Instructor led
- ✓ At home

FIDI ACADEMY SEMINARS

- ✓ In depth focus
- ✓ Innovative management techniques
- ✓ Practical exercises
- ✓ Networking
- ✓ Career growth
- ✓ Business opportunities
- ✓ Industry challenges
- ✓ Sharing experience
- ✓ Sharing best practices
- ✓ Role plays

E-LEARNING

- ✓ On-line
- ✓ Interactive
- ✓ Low cost
- ✓ Quizzes
- ✓ At your desk
- ✓ At home
- ✓ 24/24h - 7/7d access
- ✓ At your own pace
- ✓ On-line exam

ESSENTIALS IN INTERNATIONAL MOVING

EiM Seminars

EiM seminars are a unique opportunity to gain in-depth industry knowledge and industry expertise.

Topics covered:

- ✓ Intro to DSP and Relocation
- ✓ FIDI/FAIM benefits
- ✓ First enquiry
- ✓ Pre-move survey
- ✓ Selling skills
- ✓ Planning the move
- ✓ Costing & pricing
- ✓ Quotation & contract
- ✓ Insurance
- ✓ Packing & loading
- ✓ Storage
- ✓ Forwarding
- ✓ Destination services
- ✓ Handling claims

Field visits bring the theory to life. Typical field trips include visits to airports, sea terminals and warehouses to name a few.

Practical information

- ✓ **1000 FIDI career points** for both the individual and the company
- ✓ Investment: 3300 EUR (incl. 6 nights accommodation, F&B)
- ✓ Duration: 5 day seminar
- ✓ For further enquiries contact academy@fidi.org

FIDI ACADEMY SEMINARS (EIM, MIM, DSP, LIM OR TAILOR MADE)

- ✓ In depth focus
- ✓ Innovative management techniques
- ✓ Practical exercises
- ✓ Networking
- ✓ Career growth
- ✓ Business opportunities
- ✓ Industry issues
- ✓ Sharing experience
- ✓ Sharing best practices
- ✓ Role plays



MASTERS IN MOVING & MOBILITY

MiM² Seminars

The MiM² seminar will give aspiring managers, junior and middle managers the tools to embrace new responsibilities while opening the doors to great networking opportunities.

Topics covered:

- ✓ Understand business strategies while operating in Global Mobility industry
- ✓ Understand how new technologies and industry trends can impact your business
- ✓ Learn and practice how to overcome managerial challenges and deal with conflict situations
- ✓ Thorough understanding of innovative management techniques (people, finances, accounts, projects, processes, team effectiveness, communication, strategy, etc.)
- ✓ Quality management (FAIM awareness, how to sell your FAIM quality label to your end customers, how to be compliant and mitigate the risks for your company)
- ✓ Exchange of management best practices
- ✓ Intensive networking with international moving and relocation companies
- ✓ One to one coaching on a project selected by the company and the student

Practical information

- ✓ **1000 FIDI career points** for both the individual and the company
- ✓ Investment: 3500 EUR (incl. 6 nights' accommodation, F&B)
- ✓ Duration: 5 day seminar
- ✓ For further enquiries contact academy@fidi.org



LEADERS IN INTERNATIONAL MOVING FORUM

LiM

The LiM Forum is aimed at senior managers, leaders and relocation executives.

Topics covered:

- ✓ Exchange creative solutions to pressing industry or business challenges
- ✓ Discuss industry trends
- ✓ Enhance your leadership skills
- ✓ Work on real life case studies
- ✓ Find creative solutions when faced with complex challenges

Practical information

- ✓ **800 FIDI career points** for both the individual and the company
- ✓ Investment: 2950 EUR (incl. 4 nights accommodation, F&B)
- ✓ Duration: 3 day seminar
- ✓ For further enquiries contact academy@fidi.org



FUNDAMENTALS OF DESTINATION SERVICES FOR GLOBAL MOBILITY

DSP Seminars

The DSP seminars offer a 360° approach to the relocation process and provide expertise when you offer destination services to the transferees.

Topics covered:

- ✓ DSP overview & history
- ✓ The five types of customers and their needs
- ✓ Attitude & Etiquette
- ✓ Cultural awareness
- ✓ Needs assessment
- ✓ Orientation tour
- ✓ Home search & lease negotiation
- ✓ School search
- ✓ Settling in
- ✓ Departure services
- ✓ Cost calculation, bundle fees
- ✓ FIDI DSP Quality Seal

Field visits and meetings with local experts (big consulting companies, Visa & Immigration representatives, tax experts and Global accounts) will bring the theory to life. Typical field trips include visits to international schools, typical orientation tour and visit a local relocation consultant.

Practical information

- ✓ **1000 FIDI career points** for both the individual and the company
- ✓ Investment: 2500 EUR (incl. 4 nights accommodation, F&B)
- ✓ Duration: 3 day seminar
- ✓ For further enquiries contact academy@fidi.org



FIDI ACADEMY

Webinars

Webinar groups are small to allow maximum interaction with the trainer and fellow students. The ideal solution for students who do not have the opportunity to attend on-site seminars.

Topics covered:

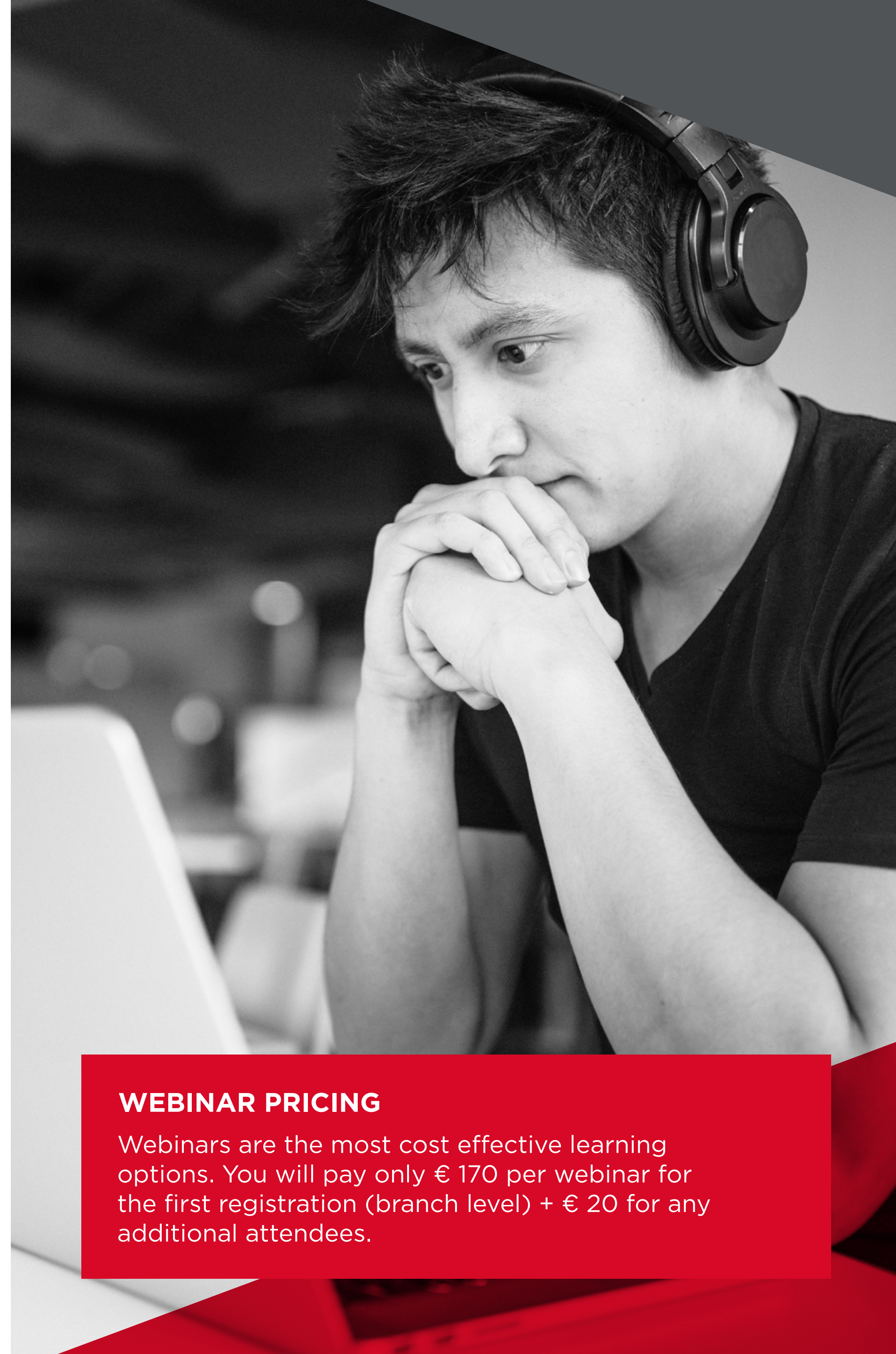
- ✓ Cultural awareness
- ✓ Customer service
- ✓ Forwarding by air
- ✓ Forwarding by sea
- ✓ DSP-Relo
- ✓ A booking starts with a brilliant survey
- ✓ Handling claims
- ✓ Selling effectively
- ✓ Insurance
- ✓ Planning of the move
- ✓ Time management
- ✓ The foundations of project management

Practical information

- ✓ **50 FIDI career points** for both the individual and the company
- ✓ Duration: 1 hour

WEBINAR PRICING

Webinars are the most cost effective learning options. You will pay only € 170 per webinar for the first registration (branch level) + € 20 for any additional attendees.



FIDI ACADEMY

E-learning

- ✓ On-line
- ✓ Interactive
- ✓ Low cost
- ✓ Quizzes
- ✓ At your desk
- ✓ At home
- ✓ 24/24h - 7/7d access
- ✓ At your own pace
- ✓ On-line exam

FIM (The Foundations of International Moving) **6 modules**

This training will help your staff understand the A-Z of international moving and prepare them for real-life situations.

- ✓ **500 FIDI career points** for both the individual and the company

DSP Training

Overview of the Destination Services in Relocation (market, stakeholders, services, cost calculation...)

- ✓ **300 FIDI career points** for both the individual and the company

The International FIDI Packers Training (2 modules)

This training is aimed at packing crews and will ensure they consistently provide quality expert packing services while securing customers' peace of mind.

- ✓ **200 FIDI career points** for both the individual and the company

EU GDPR (General Data Protection Regulations)

Overview and guidelines for effectively implementing the new EU GDPR in accordance with related FAIM requirements.

- ✓ **200 FIDI career points** for both the individual and the company

Compliance requirements training

Understand the risks and take appropriate measures to protect your company against potential lawsuits for bribery, corruption, discrimination, unethical business behaviours and data protection. *This training is mandatory for all FIDI Affiliates.

- ✓ **200 FIDI career points** for both the individual and the company

E-LEARNING PRICING

The prices to access these e learning modules depend on your company's needs and the number of students. Contact academy@fidi.org for a tailor-made proposal.



CAREER POINTS

The FIDI Academy is a leading provider of educational services for the global mobility industry.

Career points for individuals: what's in it for you?

- ✓ Enhance your CV
- ✓ Stand out from the competition
- ✓ Outline your professional expertise

The three different individual career degrees* available are:

 **FIDI ACADEMY Certified Bronze Graduate** 51 career points

 **FIDI ACADEMY Certified Silver Graduate** 1000 career points

 **FIDI ACADEMY Certified Gold Graduate** 2500 career points

* Individual points are cumulated and kept by the employee when leaving the company.

What are the benefits of getting FIDI career points?

- ✓ Show your commitment to your employees
- ✓ Demonstrate to your customers that your staff are trained to FIDI standards
- ✓ USP versus competitors
- ✓ Recognition of a quality organisation and quality staff
- ✓ Useful marketing tool



THE FIDI ACADEMY TRAINING TEAM

The FIDI Academy training team is composed of experienced professionals who have shown interest in sharing their industry knowledge with you.

The FIDI Academy trainers are professionally trained and contribute to FIDI Academy seminars, webinars and workshops.



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THE FIDI ACADEMY

The FIDI Academy team is at your entire disposal for any questions and to discuss how we can adapt our programmes to your needs

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