FIDI GLOBAL ALLIANCE
FIDI ACADEMY

A world of services designed for your business!
FIDI ACCADEMY
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: YOUR BEST BUSINESS PARTNER

FIND OUT MORE ABOUT OUR LEARNING SOLUTIONS
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
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
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

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
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

CLICK HERE TO SEE THE FULL PROGRAMME AND UPCOMING DATES FOR THE FIDI ACADEMY WEBINARS

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.
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

**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 three different individual career degrees available are:**

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

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

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

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

Chantal Fera  
FIDI Academy Manager  
FIDI Office  
Belgium  
chantal.fera@fidi.org

Freddy Paxton  
FIDI Board Member  
Paxton International  
Canada  
freddy@paxton.com

Derek Duffy  
FIDI Board Member  
Armstrong International Movers  
Canada  
derek@armmova.com

Rene van Valen  
Van der Ent Top Movers  
The Netherlands  
renevanvalen@enttopmovers.com

Edwin Ooms  
New World International  
United States of America  
ooms@nwint.com

Marcel Jörg  
Gasolin  
Switzerland  
marcel.joerg@packimpex.ch

Simone Percy  
Dasa International  
United Arab Emirates  
simone@dasa.ae

Warwick Woodley  
Asian Express  
International Movers  
Hong Kong  
wwoodley@aemovers.com.hk

Andreas Eibel  
Sobolak  
Austria  
anndreas.aibel@sobolak.com

Steve Lewis  
Voerman International  
The Netherlands  
steve@voerman.com

Payal Singh  
AGS Four Winds India  
India  
payal.singh@agsfourwinds.com

Marcel Jörg  
Sobolak  
Austria  
anndreas.aibel@sobolak.com

Warwick Woodley  
Asian Express  
International Movers  
Hong Kong  
wwoodley@aemovers.com.hk

Kim Ngoc  
Saigon Van International Relocations  
Vietnam  
kim@saigonvan.com

John Seal  
Hilldrup International  
United States of America  
john.seal@hilldrup.com

Andreas Eibel  
Sobolak  
Austria  
anndreas.aibel@sobolak.com

Freddy Paxton  
Paxton International  
Canada  
freddy@paxton.com

Danielle Oaks  
AMJ Campbell International  
Canada  
doaks@amjtoronto.com

Karin Meiers  
Karin Meiers  
Belgium  
karin.meiers@karinmeiers.com

Sara Lyrum  
Aspire Mobility  
Denmark  
sara.lyrum@aspirerelo.com

Sara Lyrum  
Aspire Mobility  
Denmark  
sara.lyrum@aspirerelo.com

Andreas Eibel  
Sobolak  
Austria  
anndreas.aibel@sobolak.com

Kim Ngoc  
Saigon Van International Relocations  
Vietnam  
kim@saigonvan.com

Andreas Eibel  
Sobolak  
Austria  
anndreas.aibel@sobolak.com

Kim Ngoc  
Saigon Van International Relocations  
Vietnam  
kim@saigonvan.com

Andreas Eibel  
Sobolak  
Austria  
anndreas.aibel@sobolak.com

Kim Ngoc  
Saigon Van International Relocations  
Vietnam  
kim@saigonvan.com

Andreas Eibel  
Sobolak  
Austria  
anndreas.aibel@sobolak.com

Kim Ngoc  
Saigon Van International Relocations  
Vietnam  
kim@saigonvan.com

Andreas Eibel  
Sobolak  
Austria  
anndreas.aibel@sobolak.com

Kim Ngoc  
Saigon Van International Relocations  
Vietnam  
kim@saigonvan.com

Andreas Eibel  
Sobolak  
Austria  
anndreas.aibel@sobolak.com

Kim Ngoc  
Saigon Van International Relocations  
Vietnam  
kim@saigonvan.com
The FIDI Academy team is at your entire disposal for any questions and to discuss how we can adapt our programmes to your needs.

For more information:

The FIDI Global Alliance (FIDI aisbl)
Fountain Plaza, Belgicastraat 1
1930 Zaventem
Belgium
T: +32 2 426 51 60
F: +32 2 426 55 23
E: academy@fidi.org
www.fidi.org