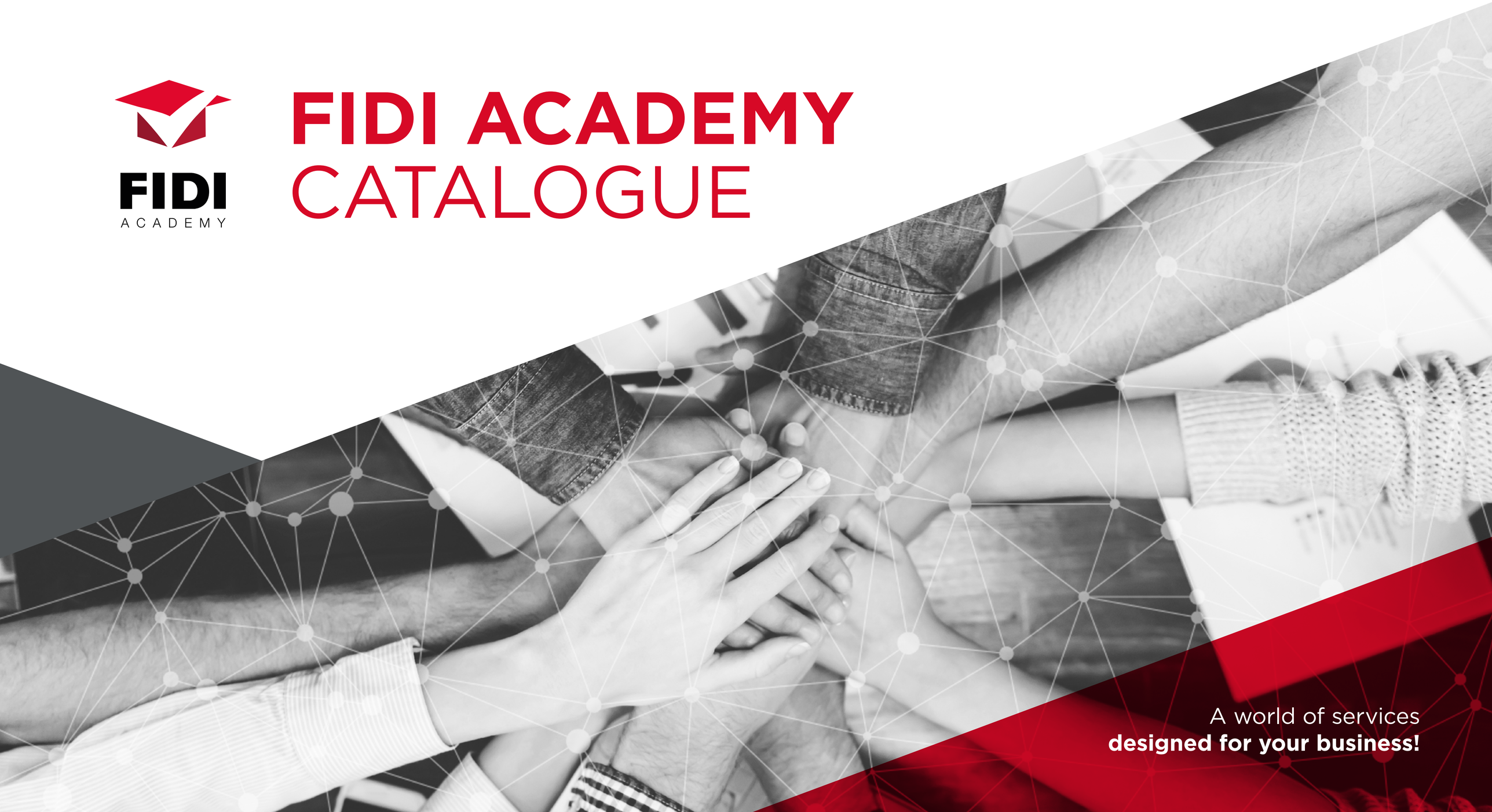
FIDI ACADEMY

FIDI ACADEMY CATALOGUE



A world of services
designed for your business!

THE FIDI ACADEMY:

Turns your valued employees into service champions

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, and are updated regularly 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

FIND OUT MORE ABOUT OUR LEARNING SOLUTIONS

FIDI ACADEMY
LEARNING OPTIONS

WEBINARS

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

FIND OUT MORE

SEMINARS

- In-depth focus
- Innovative management techniques
- Case studies
- Networking
- Career growth
- Business opportunities
- Industry challenges
- Sharing experience
- Sharing best practices
- Role plays
- Competence based

EiM
Essentials in Moving

MiM²
Masters in Moving & Mobility

LiM
Leaders in Mobility

DSP
Fundamentals of Destination Services

ONLINE TRAINING

- Multimedia
- Low cost
- Interactive
- At your desk
- At your own pace
- 24/24h - 7/7d access
- Quizzes & online exam

FIND OUT MORE

CAREER POINTS SYSTEM | MEET THE TRAINING TEAM | ACADEMY CALENDAR | QUESTIONS? CONTACT US!

ESSENTIALS IN INTERNATIONAL MOVING

EiM Seminars

EiM seminars are a unique opportunity to gain in-depth knowledge about the full international relocation process.

Topics covered:

- Intro to Global Mobility
- FIDI/FAIM benefits
- 1st enquiry & sales
- Pre-move survey
- Planning the move
- Costing & pricing
- Quotation & contract
- Insurance & claims
- Packing & loading
- Storage
- Forwarding
- Destination services

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

Practical information

- **1000 FIDI career points** for both the individual and the company
- Investment: 3300 EUR (incl. 6 nights hotel, F&B)
- Duration: 5 day seminar

Virtual Option Available

- Investment: 1200 EUR
- At your desk
- Networking through group exercises and group homework
- Online final exam with EiM diploma

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 the 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
- Quality management (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 hotel, F&B)
- Duration: 5 day seminar

Virtual Option Available

- Investment: 1200 EUR
- At your desk
- Networking through group exercises and group homework
- Online final exam with MiM² diploma

For further enquiries contact academy@fidi.org

LEADERS IN INTERNATIONAL MOVING

LiM Forum

Considered by some as the Davos of the relocation business, the LiM Forum brings together the leaders of our industry. The 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 hotel, 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 (renowned 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 to a local relocation consultant.

Practical information

- **1000 FIDI career points** for both the individual and the company
- Investment: 2500 EUR (incl. 4 nights hotel, F&B)
- Duration: 3 day seminar

For further enquiries contact academy@fidi.org

Webinars

Webinar groups are kept small to allow maximum interaction with the trainer and fellow students. Live webinars are the ideal solution for students who do not have the opportunity to attend onsite seminars.

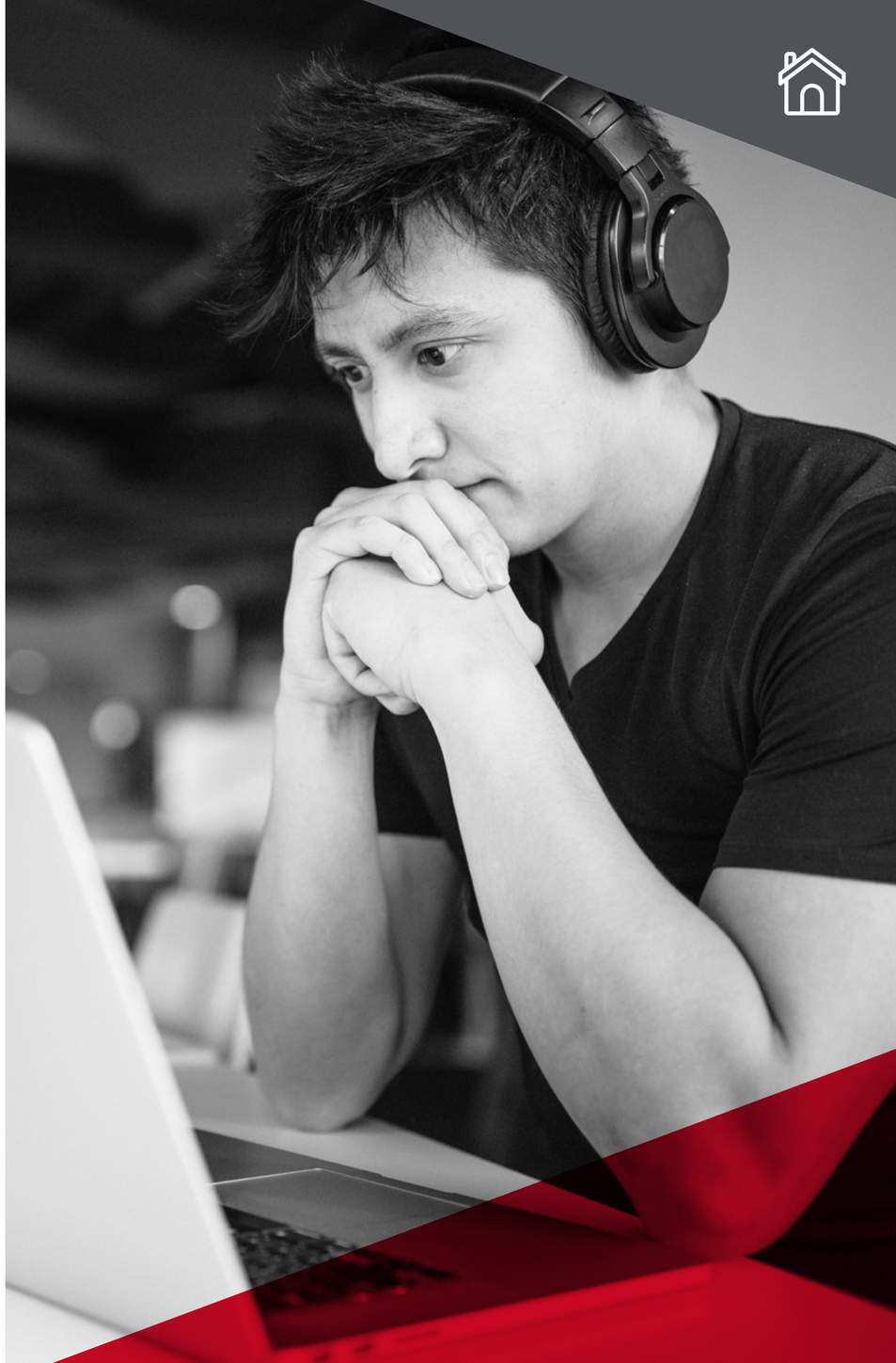
Topics covered:

- Cultural awareness
- Customer service
- Forwarding by air
- Forwarding by sea
- DSP-Relo
- A booking starts with a brilliant survey
- Handling claims
- Selling effectively
- Selling Insurance
- Planning of the move
- Time management
- The foundations of project management
- Risk Management
- RFP's: the secrets to a winning response
- The transferee's sensitivity throughout the relocation process
- Are you ready for Generation "Z"?

Practical information

- **50 FIDI career points** for both the individual and the company
- Investment : 170 EUR per webinar + 20 EUR for additional attendee
- Duration: 1 hour

For further enquiries contact academy@fidi.org



Online Training

The FIDI Academy online training platform lets you access interactive learning modules on a variety of topics, anytime, from the comfort of your desk. This is a low-cost solution to train your staff whenever and wherever they are available.

Topics covered:

Corporate Sustainability **New & Free for FIDI Affiliates**

This course is essential as corporate sustainability is gaining momentum with pressure increasing on companies to become more sustainable in all aspects of their operations. The course is composed of 5 modules covering the environment, social, financial, business/governance, and how to build your own roadmap.

✔ **200 FIDI career points**

FiM (The Foundations of International Moving) 6 modules

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

✔ **500 FIDI career points**

DSP (The Fundamentals of Destination Services)

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

✔ **300 FIDI career points**

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**

The International FIDI Packers Training (2 modules)

This module 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**

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**

QHSE Program (Quality, health & security, sustainability)

This module is aimed at quality managers and line managers so they will understand that establishing a culture of excellence when it comes to Quality, Health & Safety and Environmental performance is critical to achieving efficiency, reducing risk and protecting your reputation.

✔ **200 FIDI career points**

PRICING

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

COMPANY CAREER POINTS

FIDI is keen to reward companies for their support in driving and promoting industry knowledge amongst their employees.

Benefits of FIDI career points:

- Discounts on seminar registrations

Supporter levels:

FIDI ACADEMY
Commitment to Excellence
Gold Award 2022

2500 career points

FIDI ACADEMY
Commitment to Excellence
Platinum Award 2022

10 500 career points

FIDI ACADEMY
Commitment to Excellence
Diamond Award 2022

20 000 career points

INDIVIDUAL CAREER POINTS

Stand out from the crowd and show your level of expertise.

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:

50 career points

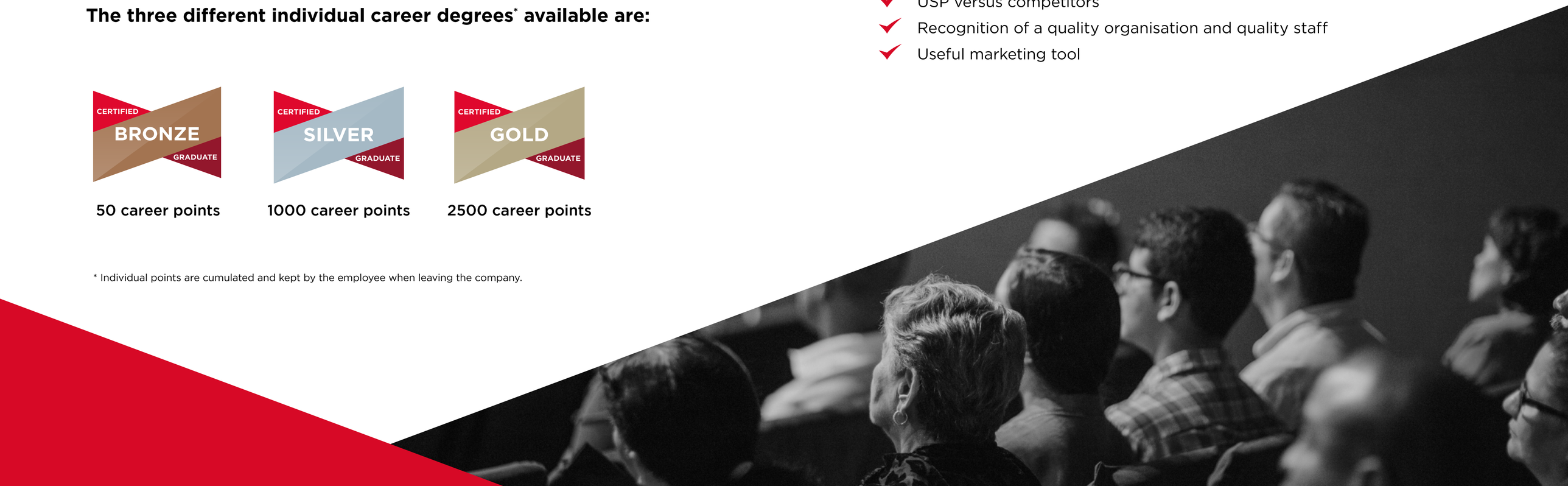
1000 career points

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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