



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.

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

Led by industry experts, the 1-hour online sessions give you the opportunity to have your questions answered on the spot. The webinars are also available as on-demand recordings.

[FIND OUT MORE](#)

SEMINARS

FIDI's seminars are fundamental in any Affiliate's career within the FIDI community. They help students to gain valuable industry knowledge, forge long-lasting business relationships and make international friends.

EiM

Essentials in Moving

MiM²

Masters in Moving & Mobility

LiM

Leaders in Mobility

DSP

Destination Services Providers

New

CSP

Corporate Sales Programme

ONLINE TRAINING

The online training platform is the perfect setting for flexible, on-the-go training. Available 24/7, you can access the training modules whenever you have the time.

[FIND OUT MORE](#)

[TRAINING TEAM](#)

[ACADEMY CALENDAR](#)

[TESTIMONIALS](#)

CORPORATE SALES PROGRAMME

CSP Seminar page 1

Developed with, and will be delivered by, our business partner Carver Consulting, this course is tailor-made to the challenges of the moving and relocation industry and the complexity of its stakeholders. The programme offers a strategic approach but also tangible value, professional tools and methodology that will help you be successful in winning clients.

Practical Info.

This programme is offered on a modular basis. Participants can sign up for the whole programme or for a few workshops only.

- In person: max. 10 participants
- Online: max. 4 participants

Investment

- Full Programme : 6000 EUR
- Online : 400 EUR / per workshop
- Classroom : 2600 EUR / per workshop

Structure

Workshops	Format	Duration
Sales presentations to clients	Online	4 hrs
Negotiation situations with difficult clients	Online	4 hrs
Handling objections from clients	Online	4 hrs
Price handling	Online	4 hrs
Classic sales skills and methods	In person	3 days
Key account management	In person	3 days
Individual follow up	Online	1 hrs

For further enquiries contact academy@fidi.org

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CSP : Topics Covered

page 2

Online Workshops

Sales Presentations to Clients

- ✓ Making an effective sales presentation
- ✓ Developing presentation skills

Negotiation situations with difficult clients

- ✓ Maximising opportunities and minimising dangers that clients create during negotiation

Handling objections from clients

- ✓ When clients have uncertainties or objections to the quality or necessity of services

Price handling

- ✓ When to communicate about it
- ✓ Minimising negotiations
- ✓ How to negotiate if needed

In-Person Workshops

Classic sales skills and methods

- ✓ Presentation or negotiation, based on group
- ✓ Exploring the partner's situation
- ✓ Benefit argumentation
- ✓ Handling objection
- ✓ Price communication and agreements

Key account management

- ✓ Key account strategy
- ✓ Establishing a client database
- ✓ Sales analysis
- ✓ Strategic planning
- ✓ Key account management negotiations





ESSENTIALS IN INTERNATIONAL MOVING

EiM Seminar

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

Topics Covered

- ✓ Overview DSP / relocation
- ✓ FIDI/FAIM benefits
- ✓ First enquiry & sales
- ✓ Pre-move survey
- ✓ Ocean freight forwarding
- ✓ Planning the move
- ✓ Costing & pricing
- ✓ Quotation & contract
- ✓ Insurance & claims
- ✓ Selling skills
- ✓ Air freight forwarding
- ✓ Storage
- ✓ Destination services
- ✓ Packing, loading & storage

Practical information

- Investment: 3550 EUR (incl. 6 nights hotel, F&B)
- Duration: 5 day seminar

Methodology

- ✓ Classroom taught
- ✓ Industry case studies
- ✓ Group study session
- ✓ Field visits to : a packing warehouse, client's residence for pre-move survey, airport freight handler & sea terminal

For further enquiries contact academy@fidi.org





MASTERS IN MOVING & MOBILITY

MiM² Seminar

The MiM 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

- ✓ Innovative management techniques
- ✓ Vision & mission
- ✓ Business strategies
- ✓ Managerial challenges & conflict situations
- ✓ HR strategies
- ✓ Business tools & resources
- ✓ Interpersonal skills
- ✓ Networking and best practices

Practical information

- Investment: 3950 EUR (incl. 6 nights hotel, F&B)
- Duration: 5 day seminar

Methodology

- ✓ Classroom taught
- ✓ Industry case studies
- ✓ Interactive group session and role plays
- ✓ Implementation and coaching of a Master project

For further enquiries contact academy@fidi.org





LEADERS IN INTERNATIONAL MOVING

LiM Seminar

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.

- ✓ Exchange of business opportunities & creative solutions
- ✓ Personal development

Methodology

- ✓ Internationally renowned experts will help participants to lead international relocation and moving businesses more effectively
- ✓ Successful industry experts will work with the participants on real life case studies, submitted beforehand by participants, to identify effective solutions to their specific challenges
- ✓ Outdoor activities will help participants discover their leadership strengths and weaknesses

Practical information

- Investment: 3950 EUR (incl. 4 nights hotel, F&B)
- Duration: 3 day seminar

For further enquiries contact academy@fidi.org





DESTINATION SERVICE PROVIDER

DSP Seminar

The DSP seminar offers a 360° approach to the relocation process (looking at the perspective of all players : HR, mobility desk, corporate, RMC, transferee and finally service providers).

Topics Covered

- ✓ DSP overview & history
- ✓ FIDI quality seal
- ✓ Your customers (5 types)
- ✓ The transferee experience
- ✓ Cultural awareness and interpersonal relationships
- ✓ Orientation tour
- ✓ Home search & lease negotiations
- ✓ School search
- ✓ Settling-in and departure services
- ✓ Cost of relocation & bundle fees
- ✓ Handling difficult or challenging situations through case studies and role plays

Practical information

- Investment: 2950 EUR (incl. 5 nights hotel, F&B)
- Duration: 4 day seminar

Methodology

- ✓ Classroom based education
- ✓ Industry case studies
- ✓ Group study session and role plays
- ✓ Field visits and exchange with experts (consultants, visa and immigration companies, schools)

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 | ✓ Pre-move survey | ✓ Project management |
| ✓ Customer service | ✓ Handling claims | ✓ Risk management |
| ✓ Forwarding by air | ✓ Selling effectively | ✓ Winning RFP's |
| ✓ Forwarding by sea | ✓ Planning the move | ✓ Generation 'Z' |
| ✓ Selling Insurance | ✓ Time management | ✓ Understanding the transferee |

Practical information

- Live Webinars : 170 EUR (main seat) + 20 EUR (additional seat)
- Recorded Webinars : 12 months full access - all employees 1500 EUR

For further enquiries contact academy@fidi.org





Online Training page 1

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

Digital Proficiency & Cybersecurity

Digital transformation is a need for your organisation. Learn about the benefits of a fully digital organisation, how to integrate technology into all areas of your business, how to bring your operations to the digital age, the importance of processes and procedures, cyber security management, and how to prepare for remote audits.

Corporate Sustainability (5 modules)

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.

FiM - Foundations in International Moving (6 modules)

This course is composed of 6 modules that will help your staff understand the A-Z of international moving and prepare the for real-life situations.

The International FIDI Packers Training (2 modules) *available in multiple languages

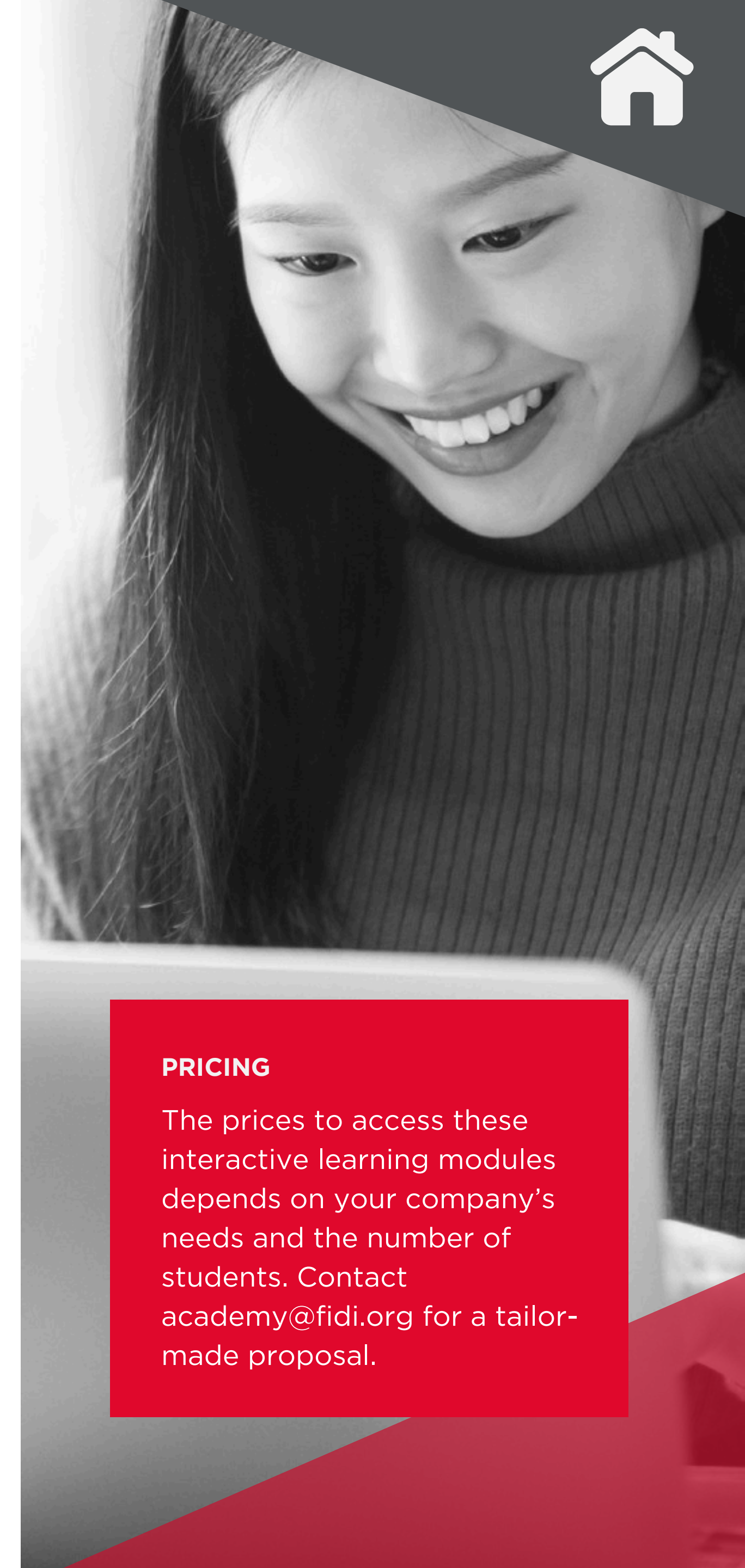
This module is aimed at packing crews and will ensure that your teams consistently provide quality expert packing services. Securing your customer's peace of mind.

**more on
page 2**



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.



Online Training

page 2

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

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 is critical to achieving efficiency, reducing risk and protecting your reputation

DSP - The Fundamentals of Destination Services (6 modules)

This course is essential to new FIDI affiliated companies or new employees starting a career in the relocation business. This program is composed of 6 chapters covering the basics of destination services when relocating an employee.

EU GDPR (General Data Protection Regulations)

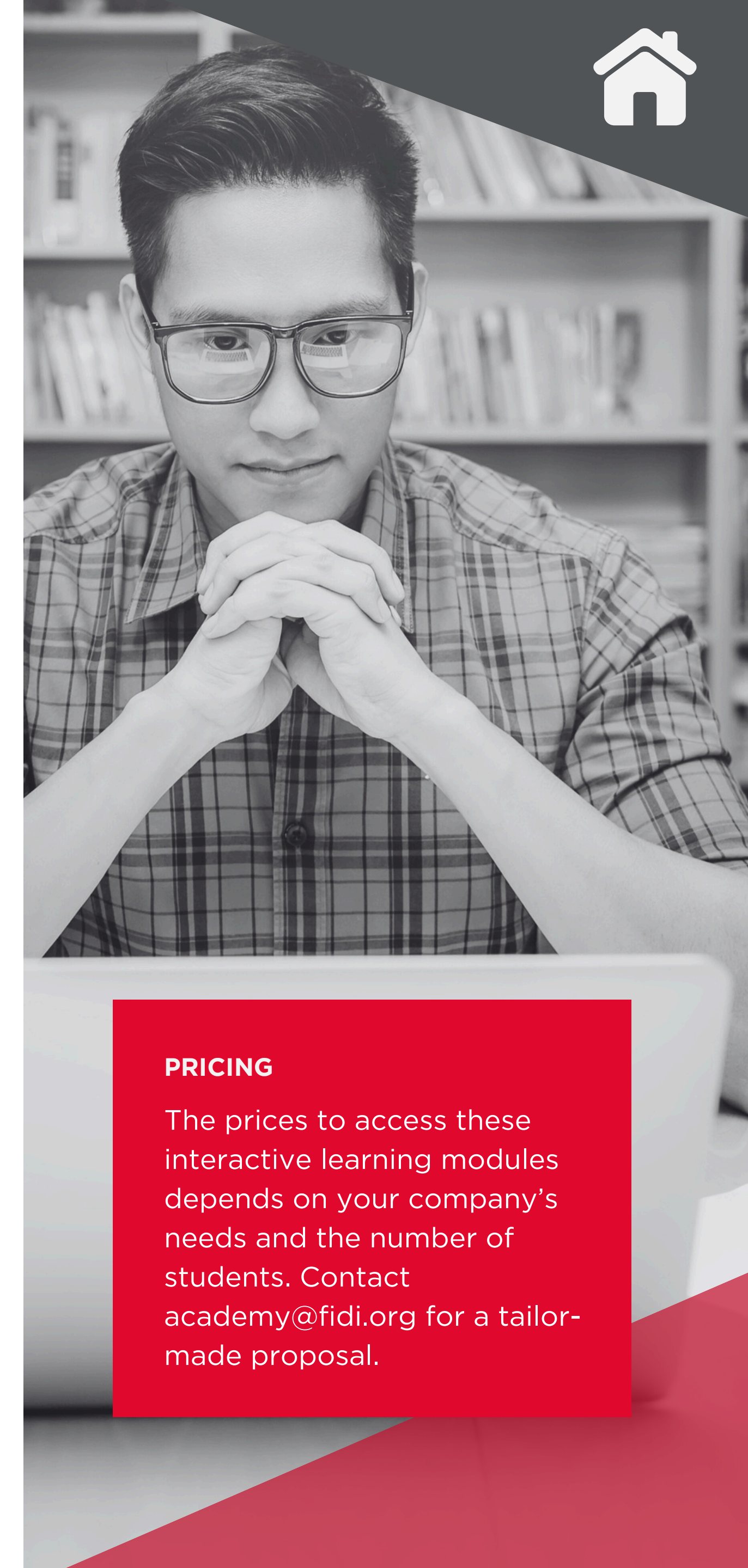
The EU GDPR was implemented in May 2018 and affects Europe and beyond. Through this interactive course, you will learn about the policy, how to adapt your business processes to be compliant with this regulation, and about the FAIM requirements linked to data privacy and protection.

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.

PRICING

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COMPANY CAREER POINTS

FIDI is keen to reward companies for their support in driving and promoting industry knowledge amongst their employees. More on points [here](#)

Conditions

- ✓ Company points are granted per calendar year (Jan-Dec)
- ✓ The date of the event will be taken into consideration (not the date of registration)
- ✓ If the individual leaves the company between attendance and diploma (for example, during the MiM), the individual gets the points as stated and the company that paid for the course receives the diploma points.
- ✓ There is no impact on company points when an individual leaves the company



Benefits of FIDI career points:

- Companies reaching Diamond Stage in 2024 will get 15% discount on next year seminar registrations.



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.

For more information:

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