

MIM

MANAGING
INTERNATIONAL MOBILITY

A NEW FIXED SYLLABUS TRAINING
PROGRAMME FROM THE EARP



PROGRAMME GUIDE

EARP

EUROPEAN ACADEMY OF
RELOCATION PROFESSIONALS

The EARP was formed in 2002 with the aim of standardising the quality of training for the European mobility industry. Over 1000 delegates have gone on to gain the ERQ (European Relocation Qualification) at one of its three levels; ERQ 1,2 & 3. This programme allows for accreditation of any topic providing it adheres to the EARP's strict quality policies. This means that training can be tailored to local need and delegates can still work towards a professional qualification.

The new Managing International Mobility Programme (MIM) works on a fixed syllabus basis. We have developed this programme for two reasons. Firstly it sets a measurable benchmark for the delivery of a professional industry qualification. Secondly, it allows clients of relocation providers to see that operational staff have reached a minimum level of understanding in the core aspects of service delivery.

It is also our goal to achieve recognition from the EU of relocation as a distinct profession. This programme certifies individuals. The EuRA Quality Seal certifies companies. Together they demonstrate our industry's professionalism and this is the first step in gaining European wide recognition for our industry.

Dominic Tidey

EARP Operations Manager

On behalf of the EARP Board

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MANAGING
INTERNATIONAL MOBILITY

A NEW FIXED SYLLABUS QUALIFICATION FROM THE EARP

THE BASICS

- Fixed syllabus
- Four day programme
- Two days face to face
- Two days online
- Leads to EARP certificate in Managing International Mobility
- Delivered across Europe
- Delivered by Mobility Industry expert trainers
- Standardised content
- EARP accredited
- Points towards ERQ 1, 2 & 3
- Exemptions of 1-3 days for holders of other industry qualifications
- All modules can be delivered in-house

MODULE 1



MOBILITY INDUSTRY
IN CONTEXT

SUPPLY CHAINS, CLIENTS AND PROCESSES

This module can be delivered face-to-face or online

- **The evolution of our industry**
- **Roles of associations and governing bodies**
- **The role of our industry and the roles of providers**
 - Who is your client?
 - RMCs
 - Corporate clients
 - Assignees
 - Types of providers
 - RMCs
 - DSPs
- **Types of assignment, types of assignees**
 - The HR selection process
- **HR and relocation policy**
 - Legal compliance, in host and destination locations
 - Immigration compliance
 - Compensation and benefits
 - Allowances
 - Housing
 - Schooling
 - Support services
 - Knowledge of and influence from the DSP
- **Comparative markets**
 - Varying delivery models worldwide
 - Varying delivery models in Europe

MODULE 2



EXCELLENCE IN
SERVICE DELIVERY

A NEW MODEL FOR SERVICE EXCELLENCE

This module can be delivered face-to-face

- **Based on the 5 core services of the EuRA Quality Seal Methodology**
- **Learning outcomes**
 - Knowing the assignee
 - Defining assignee needs
 - Working with the assignee
 - Creating satisfaction for all stakeholders
 - Demonstrating fairness to all stakeholders
 - Recognising contribution of all stakeholders
- **A new model for change management**
 - Fairness
 - Recognition
 - Predictability
 - Mastery
 - Autonomy
 - Relatedness
- **How these factors impact on the family and transferee undergoing the mobility process**

MODULE 3



MANAGING ASSIGNMENTS
INTERNATIONALLY

STRUCTURING PROCESSES FOR OUTBOUND SERVICE DELIVERY

This module can be delivered face-to-face or online

- **Designed to deliver a comprehensive overview of the issues that face providers in the delivery of core services for outbound international work when operating through a supplier network**
- **International assignment processes - a case study**
- **New client implementation**
- **File initiation, follow up and control**
 - Gathering and interpreting client data
 - Instructing local DSPs
- **Account management**
 - Managing expectations
 - Escalation and conflict resolution
 - Managing quality assurance
 - Staffing
- **Supplier Management**
 - Policy changes
 - Individual relocation package changes
- **Reporting and I.T.**
 - Communication
 - Tracking systems
 - Reporting
 - Customer satisfaction surveys
 - Using existing technology
- **Training**
- **The EuRA Quality Seal**

MODULE 4



CULTURAL THEORY
AND INTELLIGENCE

THE PSYCHOLOGICAL IMPACT OF RELOCATION

This module can be delivered face-to-face

- **Designed to equip delegates with knowledge of intercultural theory, skills and cultural intelligence**
- **Culture and the impact of relocation**
 - Cultural paradigms and their relationship to mobility
 - The leaders in the field
 - Relation of cultural paradigms to change management
 - Impact of culture shock
 - Psychological impact of relocation
 - Transferee suitability and cultural development
 - Cultural profiling
- **New research and new approaches**
- **CQ: Cultural Intelligence**
- **The CQ checklist**



EXEMPTIONS

- EARP Fellows are automatically qualified
- GMS and CGMP holders need only attend Module 2, Excellence in Service Delivery
- ERQ 3 holders attend 2 days of their choice
- ERQ 2 holders attend 3 days of their choice

EARP PARTNERS

