



Introducing the world's first CDCPsm designation.

At Going-there we believe in recruiting the best people and making sure they have all the support and training they need to become world-class professionals.

To help us achieve this goal, we have established our own GT Academy, GT's online training portal, administered by GT's Centre of Excellence. With this innovative learning tool, training can now be delivered to GT's Destination Consultants at any time and in any place.

The aim of GT Academy is to enable Going-there to meet its commitment to the continued professional development of every individual in our global team, and to allow us to continue to innovate and set the benchmark for training standards across our industry.

CDCPsm Designation

Training created by Global Mobility Professionals for Global Mobility Professionals.

Our clients needed to be assured of a uniform level of service from our Destination Consultants around the world, but how to guarantee this? Going-there put our industry expertise to work and created the world's first and only certification programme for Destination Consultants – the Certified Destination Consultant Professionalsm (CDCPsm) designation. This comprehensive programme, one of many online training programmes that are accessible to our Destination Consultants via GT Academy, ensures that every GT Destination Consultant understands what excellence looks like, is given the resources to achieve it and has that achievement recognised.

Successful completion of this training requires the DC to demonstrate a firm grasp of a wide range of knowledge covering the entire relocation process, as well as an understanding and a commitment to Going-there's high service quality standards.



CDCPsm Course Outline

- 1. Destination Consultant Development**
Understanding the relocation industry in general and the specific standards set by Going-there.
- 2. Customer Service Excellence**
Understanding what we mean by world-class customer service and how to consistently deliver it.
- 3. Communication Essentials**
Incorporating GT's verbal, written and unspoken communication guidelines.

For more information, contact:



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CDCPsm Course Outline

Training is focused on the specific areas of knowledge which are crucial to Destination Consultants in the employee relocation industry.

Learning is split into a series of modules at introductory and intermediate levels, which have been developed to give trainees an industry overview as well as specific details pertinent to their role as a GT Destination Consultant.

Modules cover three key functional areas:

- 1. Destination Consultant Development** – understanding the relocation industry in general and the specific standards set by Going-there.
- 2. Customer Service Excellence** – understanding what we mean by world-class customer service and how to consistently deliver it.
- 3. Communication Essentials** – incorporating GT's verbal, written and unspoken communication guidelines.

The CDCPsm modules have a global focus which, when combined with GT's other region-specific and city-specific training, allows us to deliver a standardised programme of learning whilst also providing each individual with customised training for their location.

CDCPsm Methodology

Destination Consultants are able to access their learning when they want and where they want. **GT's Centre of Excellence** carefully monitors progress throughout the training to ensure that each learning area has been fully completed and understood before the next becomes available. If a candidate is finding progress difficult, additional coaching will be delivered by the regional Operations Manager.

Continued Professional Development

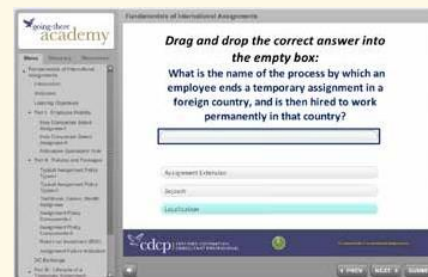
Gaining CDCPsm designation is not the end of the journey for GT Destination Consultants. To maintain their designation, we require all our DC's to continue their training by taking ongoing modules annually after they have received their CDCPsm designation.

CDCPsm Methodology

Training is delivered online via the GT Academy learning portal.

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Location-Specific Training for Destination Consultants

In addition to our definitive online training tools via GT Academy, and GT's exclusive CDCPsm designation programme, our Destination Consultants receive intensive location-specific training. This training is designed to help GT Destination Consultants gain essential knowledge they will need while working with assignees moving to their cities of expertise.

Every new GT Destination Consultant goes through a rigorous selection process to be certain that they have what it takes personally and professionally to deliver our world-class service. Once on board, they are required to research and respond to a bank of approximately 60 detailed tasks related to topics of high priority for assignees, such as housing, schooling issues and other general settling-in concerns. These tasks are each designed to test the DC's existing knowledge of their location, their initiative and their ability to research and gather information that is accurate and relevant to assignees and their families.

Once completed, the Destination Consultant's regional Operations Manager provides an in-depth assessment of the new Consultant's responses, providing feedback on how the Consultant researched the tasks, timeliness, sources of information, presentation and clarity of thought. They also review the DC's responses for accuracy and validity.

Coaching and Support for Destination Consultants

Going-there expects only the very best from its elite Destination Consultants. To set the seal on this, we provide them with the finest tools, training and support in the industry.

Our regional Operations Managers are on hand to coach and guide Destination Consultants as they get to know Going-there. Our DC's always know who to turn to when they have a question or need guidance to help them meet our high service delivery standards.

