

MSS University Online Training

Through MSS University, formalized training and development opportunities extend to every employee starting the first day on the job. Learning modules include tests and homework assignments to reinforce lessons learned and demonstrate competency. MSS University offers function-specific, behavioral based learning that can be readily applied on the job.

MSS University also pulls together internal resources and business information to make company knowledge more accessible and transferable. For example, employees enjoy desk-top online access to a "Services Guide." Here, they launch to training information on MSS core services offered at residence. Employees look-up what we do and how we do it at-a-glance; and they learn about the value of each service to clients and transferees.

MSS University consists of the following components:

- » Job-specific learning "Curriculums" assigned to each MSS employee
- » Function-specific online training modules through the company Intranet
- » Lecture-based presentations and "blended" learning via lecture and web
- » Focused, easy access to key company knowledge-resources
- » Performance management and post-training assessment tools
- » ISO-compliant logs and records of every employee's training progress
- » In-house dedicated training facilities and sign-up schedules
- » The MSS Training Committee that collectively serves as college "Dean"!



Why MSS University?

Tim Hughes, President and CEO, has a vision for MSS that includes his commitment to employee development and success on the job. Tim's vision is to ensure MSS continues to shine, not just as the third-party relocation service provider of choice, but the Employer of Choice as well. Best-practice training and development opportunities for every worker are, therefore, a business imperative at MSS.

Ensuring employees get the right training at the right time makes great business sense too:

- » Shorter learning curves in a niche industry with many complexities
- » More knowledgeable, credible interaction with customers
- » Greater ability to offer ever-growing menu of service solutions
- » Retention of great workers who appreciate developmental opportunities
- » Method for coaching, support and retraining to help workers succeed
- » Improved knowledge sharing through strategic internal information access
- » Staying pace with growth and change via well-trained workforce