



7 Secrets to Implementing a **Top-Notch** Relocation Program

It's said that the best place to start is at the beginning (pretty good advice, huh?).

This is true when working with a relocation management company (RMC), and in the mobility business, we call the start "implementation." Why is implementation so important? Well, if you hurry through it and don't pay attention to the details, chances are you'll be left with a flawed mobility program. And that's just what you need, right?

Below, we've laid out the seven secrets (shhhhhh!) of implementing a top-notch relocation program, one without all those dreaded flaws. Let's dive in:

- 1 Make sure you have a detailed project plan.** This means taking a thorough inventory of all the finite details of your current benefits package, including the "boring" fine print stuff. It's important! Document your "norms" and take note of what you think might be missing or needs to be addressed. Also, you'll want to make sure to identify the proper internal stakeholders. And remember that other departments have information to contribute, too. Be sure that talent management, recruiters, payroll, tax, and other teams are involved and adding to your project plan.

- 2 As decisions get made, document everything.** And we mean *everything*. As mentioned in secret No. 1, creating a detailed project plan is very important. But this secret extends beyond just documenting your plan. You'll also want to document the conversations you have during implementation with various stakeholders, including your RMC.
- 3 Have a vision and figure out what you really want.** Your status quo might not be working, and setting up a new program with your RMC might just be the perfect time to try something new. Define in that vision what success looks like. Because you are at the beginning of the journey, be sure to describe how the ideal destination looks.
- 4 Hold each other accountable.** Implementation can add quite a bit of work to a mobility team, but it should save time in the end. During the implementation phase, it's good to hold weekly or bi-weekly meetings with your RMC to check on statuses and determine next steps in the process. Trust us – good RMCs love a high level of engagement from their clients during implementation!

5 Don't be afraid to ask questions. Your RMC is there to serve as your expert guide throughout this process. If you have a question, there's a good chance the RMC has heard it before and would be happy to help answer it. The only bad questions are those that go unasked.

6 Make sure everyone is on board. Like we mentioned in secret No. 1, communication to relevant stakeholders and departments is critical. But beyond just telling them about the implementation plan, make sure they've bought in, too. Working with an RMC – especially for the first time – can make companies nervous. They're putting a lot of trust in an outside partner to deliver very important services, and there may be fear that the RMC won't do things right. This is a fairly normal reaction. Your RMC can work with you on messaging to address fears and concerns that internal stakeholders might have.

7 Set a "go live" date, and give yourself plenty of time. We've talked about setting manageable goals, and one goal you should have in mind is when you'd like your program to go live. Once this is set, you and your RMC can establish timelines to get everything done by this date. Be realistic! We see implementations take anywhere from two weeks to three months, depending on the size and complexity of the program. Rushing through implementation is likely to lead to headaches down the road. Work quickly and efficiently, but give yourself time to accomplish everything. You'll thank yourself later.

And here's a little bonus secret: After all the work that has gone into planning, visioning, documenting, implementing and executing, know that a mobility program will always need some refinement along the way. You can seek perfection from the start, but inevitably there are enhancements that will be needed along the way, so don't let that hold you back from taking your program to new heights.

Now that we've shared these secrets with you (feels pretty good to be in on secrets, doesn't it?), you're ready to implement a top-notch relocation program. Now what are you waiting for? Let's get started!

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