



ISS Management Trainee Programme

Creating talented and ambitious managers that will lead ISS into the future

Key purpose

To build a robust pipeline of key account managers

STRENGTHEN
ISS' EMPLOYER BRANDING
& **ABILITY TO ATTRACT**
THE RIGHT FUTURE
LEADERS

ENHANCE ISS'
GLOBAL **PEOPLE**
DEVELOPMENT
CAPABILITIES

INCREASE
ISS' CAPABILITY FOR
TALENT MOBILITY
ACROSS
COUNTRIES

PROVIDE
ISS WITH CHANGE
AGENTS **ACCELERATING**
THE TRANSFORMATION
OF ISS

Why?

The programme is a strategic initiative aiming to create a sustainable impact on ISS' position on the IFS market through the development of talented and ambitious managers that will lead ISS into the future.

What?

The programme introduces the trainees to the ISS culture & business - developing operational, commercial and leadership capabilities. Trainees are fast-forwarded through an ISS "mini career"- providing knowledge of several service lines. The programme is mainly executed in the trainees' home country – in addition trainees goes through an international exchange during the trainee period.

When?

The programme starts annually in September and continues for 18 months.

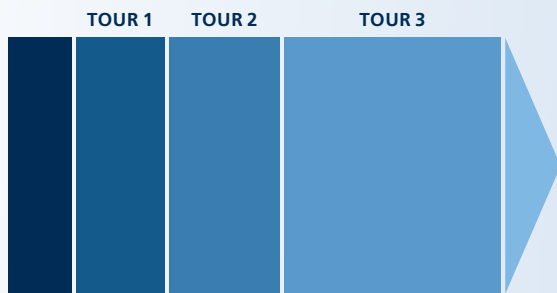
Programme structure

Achieving the learning objectives through a consistent programme structure

**THE PROGRAMME'S
3 KEY LEARNING AREAS...**



**...ARE COVERED THROUGH A CONSISTENT
PROGRAMME STRUCTURE...**



**...PROVIDING TRAINEES WITH
THE SKILLS REQUIRED AS KEY
ACCOUNT MANAGERS**

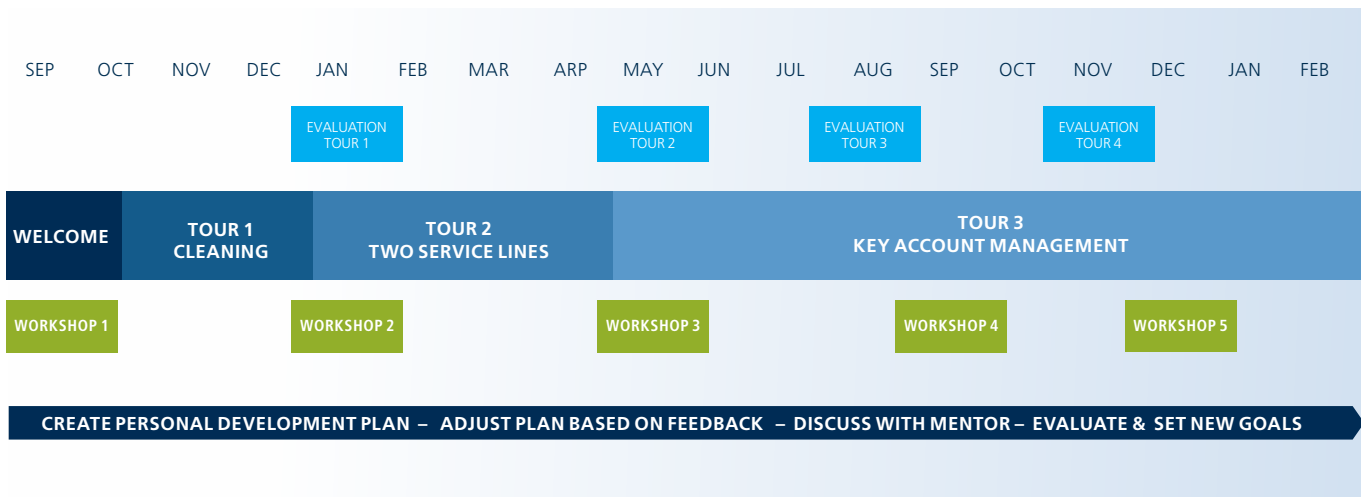
Ability to operate and manage the customer service efficiently - driving the profitability of the account.

Ability to build & develop the customer relation releasing the account's potential through a combination of cross-selling and up-selling.

Ability to establish the right team, develop the right capabilities, engage and empower people to deliver the customer value proposition.

The 18 months trainee programme

4 evaluation tours, 5 workshops and your own personal development plan



Contact

Brigitte Hotz, Manager Vocational training & Personnel development

E-mail: praktikanten@iss.ch • Phone +41 58 787 84 37