



MAURA DI MAURO

INTERCULTURAL TRAINER, COACH & CONSULTANT; DIVERSITY & INCLUSION, SUSTAINABILITY & SOCIAL INNOVATION SPECIALIST



EDUCATION

- **MASTER DEGREE IN WORK & ORGANIZATION PSYCHOLOGY** – Padua’s University, Italy (1996-2003)
 - MAIN SUBJECTS: Social Psychology; Groups’ dynamics; Training Psychology; Work and Organization Psychology; Marketing Psychology
 - THESIS’ TITLE: “Narrations, Practices and Discourses about teaching Dutch as Second Language: Field research on two Dutch as Second Language educational contexts”.
 - ERASMUS PROJECT: International Students Mobility at Frij Universitet, Amsterdam – The Netherlands
- **DIPLOMA IN WOMEN, POLICIES & INSTITUTIONS** – University of Milano-Bicocca (2004-2005)
 - MAIN SUBJECTS: Gender Equity and Women Empowerment; Women discrimination in work environment and Positive Action, Tools and Practices of Work & Life Balance
- **NLP (NEUROLINGUISTIC PROGRAMMING) PRACTITIONER COACHING CERTIFICATION** – ITS (International Teaching Seminar) London, UK (2008-2009)
 - MAIN SUBJECTS: NLP systems; Coaching yourself, One-to-One coaching technics; Team coaching technics
- **CERTIFICATION IN INTERCULTURAL TRAINERS TRAINING** – Young SIETAR & Melton Foundation, Jena University, Germany (Oct. 2009)
 - MAIN SUBJECTS: Intercultural Theories, Methods & Methodology; Training Design & Needs; Working in Virtual Environments; Intercultural Negotiation; Training Ethic
- **DIPLOMA IN INTERNATIONAL COOPERATION** – ISPI (Institute of International Political Studies), Milan (2014-2015)
 - MAIN SUBJECTS: Migrations & Co-Development; Sustainable Tourism; CSR, Sustainability and Social Innovation



LANGUAGES

ITALIAN



ENGLISH



SPANISH



PROFESSIONAL EXPERIENCES

- **ADJUNCT LECTURER** – (2014 - Up to now)
 - CATHOLIC UNIVERSITY OF PIACENZA – DUAL MASTER MINT IN “INTERNATIONAL MANAGEMENT”;
 - ALTIS, MILAN – INTERNATIONAL MASTER “GLOBAL BUSINESS & SUSTAINABILITY”

- TRAINING TOPICS: Cross-Cultural Management: theories, models and practices; Developing Intercultural Competences and a Global & Sustainable Leadership; Working in and Leading Multicultural Teams; Choosing and Developing International Profiles; Business Ethic & CSR issues and practices in International Working Environments
 - RESEARCH INTEREST: Diversity & Inclusion Management, Intercultural Business Management, Global & Sustainable Leadership, Social Innovation, Internationalization of University Programs
- **INTERCULTURAL, DIVERSITY & INCLUSION & SUSTAINABILITY TRAINER & CONSULTANT – (2018 - Up to now)**
 - AUTOMOTIVE & MECHANIC INDUSTRY, OIL & CHEMICAL INDUSTRY, IT & SOFTWARE DEVELOPMENT, FASHION, PHARMACEUTICAL, FOOD & BEVERAGE, TOURISM, BANKS, PUBLIC ADMINISTRATIONS, CHAMBERS OF COMMERCE, AGENCIES OF DEVELOPMENT
 - TRAINING TOPICS: Pre-departure and arrival Expats training programs; Working in and Leading Multicultural Teams; Intercultural Negotiation; Developing intercultural skills for internationalization; Intercultural Coaching for international roles; Health & Safety Leadership Program; Dealing relations with international customers; Diversity Management with specific focus on Gender, Culture & Generation; Women Leadership Program; CRS & Sustainable Corporate's Policy and Practices
 - MAIN ACTIVITY: Training needs analysis, Design Customize Training Program, Selecting and coordinating country experts resources if needed, delivering training programs, write and present report of the training activity if needed; Coach & Mentor for migrants' entrepreneurs
- **ASSESSMENT & DEVELOPMENT CENTRE FOR MANAGEMENT ROLES – (2008 - Up to now)**
 - PHARMACEUTICAL, MANUFACTURING, OIL & GAS, SERVICES INDUSTRIES
 - MAIN ACTIVITY: Assessment Tools Design; One-to-one and Team Assessment & Development Centre, mainly for management and international roles; Report & Feedback to assessment's participants and to HR department; One-to-one coaching sessions
- **TOURISM INDUSTRY & HOSPITALITY TRAINER & CONSULTANT – (2013 - Up to now)**
 - TOURISM EDUCATIONAL ACADEMIES, HOTELS, TRAVEL AGENCIES, TOUR OPERATORS, CRUISES, CHAMBERS OF COMMERCE
 - TRAINING TOPICS: In-Coming Tourism data Analysis; International Tourists and the impact of culture on Tourism Behaviours; Developing Strategies to attract tourists' niches; Managing specific groups of tourists (Chinese, Arabs, Latin American, Baby Boomers, Disables,...) Developing Intercultural skills for tourism industry's managers and staff; Define Sustainable Tourism Strategies; Developer of DiversiTaste ®Diversity Game
- **EDUCATION & NGOS – (2005 - Up to now)**
 - SCHOOLS OF DIFFERENT LEVELS, UNIVERSITY STUDENTS, INTERNATIONAL STUDENTS OFFICES
 - MAIN TOPICS: Gender Diversity Impact on Career Choices; Studying and Working in international contexts; Teachers' Training on Managing Multicultural Classrooms; Intercultural competences development for international students; Diversity Management, CRS & Innovation; Developing a Global & Sustainable Leadership; Developed MOOC on peer tutoring with international students; Developing Training Tools and Training Toolkit to develop intercultural, global and neighbourness skills and to promote diversity & inclusion strategies and misures
 - NGOS SPECIALIZED ON MIGRANT INTEGRATION
 - MAIN ACTIVITY: Migrants Training on Developing as Active Citizenship; Research about corporates' practices about migrants integration; Migrants Competence Validation's Toolkit and Guidelines Design; Workshop and Conference organization.



VOLUNTEERING

- **PRESIDENT & EUROPEAN REPRESENTATIVE – (2008 - Up to January 2019)**
 - SIETAR (SOCIETY FOR INTERCULTURAL EDUCATION, TRAINING AND RESEARCH) ITALIA

- MAIN ACTIVITY: Managing the Board and the association main activity in presence or virtually; Planning in presence and virtually annual events and activity; Organizing annual conference and film festival section; managing conference program committee; leading association's communication activity (newsletter and social media); Project manager of Feeling Italian project and developing Global Citizenship Development Programmes based on Feeling Italian project.



PUBLICATIONS

- By Maura Di Mauro (2021), **Training Toolkit sul Diversity Management. Includere e Valorizzare le competenze dei migranti**. Fondazione ISMU.
- By Diego Boerchi, Maura Di Mauro and Annavittoria Sarli (2020), **DIMICOME Guidelines for the identification and evaluation of migrants' soft skills**. Fondazione ISMU.
- By Maura Di Mauro and Daniela Bolzani (2020), **"Neighbourness" competences: A literature Review**.
- By Maura Di Mauro and Yulia Taratuhina (2019), **East & West Relations Bridging**, Conference Proceeding. SIETAR Russia & SIETAR Europa 2018 Event.
- By Maura Di Mauro and Bettina Gehrke (2019), **Feeling Italian**. SIETAR Italia.
- By Maura Di Mauro and Bettina Gehrke (2018), **Multicultural Identities: Challenging the Sense of Belonging**, IX SIETAR Italia Conference proceedings, Fondazione Intercultura Publishing
- By Eliza J. Nash, Nevin C. Brown, Lavinia Bracci, (2016), **Intercultural Horizons Volume IV Identities, Relationships and Languages in Migration**. Cambridge Scholars Publishing. Chapter Di Mauro M. *"Tourism: an opportunity for mobility and intercultural encounters. Intercultural Training and Consulting for the development of the tourism industry"*
- By Lavinia Bracci, Nevin C. Brown, Eliza J. Nash (2015), **Intercultural Horizons: Intercultural Competence-key to the New Multicultural Societies of the Globalized World**. Cambridge Scholars Publishing. Chapter Di Mauro M. *"The extension of intercultural competence today: from individual effectiveness, to innovative, responsible and sustainable practices"*
- AIF Learning News, May 2013 n.5, **Approcci e strumenti per la formazione interculturale**
- FOR n.92/2012, **Persone e imprese sempre più internazionali e più interculturali**
- FOR n.87/2011, **La formazione dei gruppi multiculturali**
- (A cura di) Leopoldo Ferrè e Nicola Longo (2011), **Ruoli e competenze nella sanità. Come gestire e sviluppare il capitale umano**. Edizioni Panorama della Sanità.
- AIF Learning News, February 2011, n.2, **Un approccio costruzionista alla comunicazione interculturale**
- Maura Di Mauro (2010), **"Organizzazioni e differenze. Pratiche, strumenti e percorsi formativi"**, Franco Angeli
- AIF Learning News, September 2009, n.9, **Diversity and Transition Management. Un'esperienza di formazione interculturale alla Bremen Jacobs International University**
- AIF Learning News, October 2007, n.2, **La formazione interculturale per le PA**



HOBBIES



SWIMMING



CINEMA



MUSEUMS &
CULTURAL ACTIVITY



TRAVELLING



COUNTRIES WHERE I LIVED & WORKED



**THE
NETHERLANDS**



UK



SPAIN



KUWAIT



MALTA



USA

Autorizzo il trattamento dei dati personali contenuti nel mio curriculum vitae in base all'art. 13 del D. Lgs. 196/2003 e all'art. 13 GDPR 679/16; entrato in vigore in Italia con il D.Lgs. 101/2018.