



## MAURA DI MAURO

INTERCULTURAL & DIVERSITY, EQUALITY & INCLUSION, SPECIALIST

NATIONALITY: Italian



[www.mauradimauro.weebly.com](http://www.mauradimauro.weebly.com)



<https://www.facebook.com/maura.dimauro.9>



<https://it.linkedin.com/in/maura-di-mauro-7426733>



## 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 and 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
- **CERTIFICATION IN GDEIB PRACTITIONER** – HR Metrics, Pakistan (2022)
  - MAIN SUBJECTS: Global Diversity, Equality, Inclusion Benchmark Assessment and Practices Framework based and integrated with ISO:30415
- **CERTIFICATION IN ISO 30:415 ASSESSOR & PRACTITIONER** – Terry College of Business University of Georgia, USA (2023)
  - MAIN SUBJECTS: ISO:30415 standards, 32 risks domains, The Maturity Model and Policy Design, Checklist and Inclusion Score



## PROFESSIONAL EXPERIENCES

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- **ADJUNCT LECTURER OF INTERCULTURAL MANAGEMENT & SKILLS – (2014 - Up to now)**
  - UNIVERSITA' CATTOLICA DEL SACRO CUORE, PIACENZA CAMPUS; ESCP, TURIN CAMPUS; POLITECNICO OF MILAN; CARINTHIA UNIVERSITY OF APPLIED SCIENCE
  - MAIN TOPICS: Intercultural Management: theories, models, and practices; Developing Intercultural Competences and a Global & Sustainable Leadership; Working in and Leading Multicultural Teams; Expats' management; M&A cultural integration; Diversity, Equality & Inclusion; Business Ethic & CSR issues and practices in International Working Environments; Teachers' Intercultural Train the Trainers programs.
  - RESEARCH INTEREST: Diversity & Inclusion Management; Women & Migrants Inclusion; Intercultural Business Management; Developing Intercultural & Global Citizens Skills; Global & Sustainable Leadership; Social Innovation; Internationalization of Higher Education
- **INTERCULTURAL TRAINER, DIVERSITY, EQUALITY & INCLUSION (DEI) & SUSTAINABILITY CONSULTANT – (2018 - Up to now)**
  - AUTOMOTIVE & MECHANIC INDUSTRY, TRANSPORT & LOGISTICS; OIL & ENERGY INDUSTRY, IT & TECH, FASHION, PHARMACEUTICAL, FOOD & BEVERAGE, TOURISM, BANKS, ENTERTAINMENT, PUBLIC ADMINISTRATIONS, CHAMBERS OF COMMERCE, JOB AGENCIES, ETC.
  - TRAINING TOPICS: Pre-departure and Arrival Expats training programs; Working in and Leading Multicultural Teams; Intercultural Negotiation; Developing intercultural and global leadership skills for internationalization; Intercultural Coaching for international roles; Health & Safety Leadership Programs in multicultural working environments; Dealing relations with international customers; Diversity & Inclusion Management with specific focus on Migrants, Gender, Culture/Nation, Generation; Women Leadership Development Programs; CSR & Sustainability Corporate's Policy and Practices; Facilitation of M&A cultural integration process with co-design methodologies
  - MAIN ACTIVITY: Training needs analysis; Customized Training Design; Developing Didactic Tools (Videos, MOOCs, facilitation DEI Cards, experiential exercises,...); Organizational DEI Assessment and facilitation of DEI Strategy co-design; Selecting, coordinating, and training collaborators; training programs delivering; write and present training & consulting activities' reports; research, reports, publications; Coach & Mentor for expats, international managers, women and migrants' entrepreneurs
- **SKILLS ASSESSMENT & DEVELOPMENT FOR MANAGEMENT ROLES AND FOR WOMEN & MIGRANTS ENTREPRENEURS – (2008 - Up to now)**
  - 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, Professional project based on personal values and identity, Training on Gender differences, resilience and successful mindset, DEI & Sustainability approach to management
- **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 diverse 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 @Diversophy Game, Treasure Hunt Team Building Activity to explore Italian and Milanese culture
- **EDUCATION, FOUNDATIONS & NGOS – (2005 - Up to now)**
  - UNIVERSITIES, PHD COURSES, INTERNATIONAL STUDENTS' OFFICES; NGOS, FOUNDATIONS
  - MAIN TOPICS: Gender Diversity Impacts 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; Development of didactic tools (training modules, MOOCs, videos,



etc.); Developing Training Tools and Training Toolkits; Stakeholders Management Strategy co-design; Research & Reports

- 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

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- **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's main activities, in presence or virtually; Planning in presence and virtual 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 (international photo context, publications, training programs, didactic video).



## PUBLICATIONS

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- Maura Di Mauro (2023), **"L'importanza delle competenze interculturali e globali oggi"**. Formazione & Cambiamento, 6 novembre 2023
- White Paper **"In azienda la parità di genere fa la differenza. I suggerimenti del Comitato Tecnico Scientifico"**. Regione Lombardia & Unioncamere (2023).
- Maura Di Mauro & Bettina Gehrke (2023). **Cittadini Globali. Strumenti didattici per la formazione interculturale**. La Meridiana.
- Maura Di Mauro, Birgit Sandu and Johanna Pacevicius (2023), **Building Intercultural Competences. A handbook for regions and stakeholders**. EU Belong project, Art-ES
- Maura Di Mauro (2023), **Pratiche di inclusione. Valorizzare i lavoratori migranti in contesti multiculturali**. Persone e Conoscenze 1/2023.
- Maura Di Mauro, Irene Brusini, Rossella Riccò (2022), **Women4: Superare le disparità di genere per un futuro del lavoro sostenibile**. Fondazione Gi Group.
- Bettina Gehrke & Maura Di Mauro (2022), **Feeling Italian. Citizens in a Multicultural Society**. Didactic video.
- Maura Di Mauro (2021), **Feeling Italian**. DiverCity n. 13-2021.
- Maura Di Mauro (2021), **Training Toolkit sul Diversity Management. Includere e Valorizzare le competenze dei migranti**. Fondazione ISMU.
- Diego Boerchi, Maura Di Mauro and Annavittoria Sarli (2020), **DIMICOME Guidelines for the identification and evaluation of migrants' soft skills**. Fondazione ISMU.
- Maura Di Mauro and Daniela Bolzani (2020), **"Neighbourness" competences: A literature Review**.
- Maura Di Mauro and Yulia Taratuhina (2019), **East & West Relations Bridging**, Conference Proceeding. SIETAR Russia & SIETAR Europa 2018 Event.
- Maura Di Mauro and Bettina Gehrke (2019), **Feeling Italian**. SIETAR Italia.
- Maura Di Mauro and Bettina Gehrke (2018), **Multicultural Identities: Challenging the Sense of Belonging**, IX SIETAR Italia Conference proceedings, Fondazione Intercultura Publishing
- 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"*
- 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"*
- Maura Di Mauro (2013), **Approcci e strumenti per la formazione interculturale**. AIF Learning News, May 2013 n.5.
- Maura Di Mauro (2012), **Persone e imprese sempre più internazionali e più interculturali**. FOR n.92/2012.

- Maura Di Mauro (2011), **La formazione dei gruppi multiculturali**. FOR n.87/2011.
- (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.
- Maura Di Mauro (2011), **Un approccio costruzionista alla comunicazione interculturale**. AIF Learning News, February 2011, n.2.
- Maura Di Mauro (2010), **“Organizzazioni e differenze. Pratiche, strumenti e percorsi formativi”**, Franco Angeli
- Maura Di Mauro (2009), **Diversity and Transition Management. Un’esperienza di formazione interculturale alla Bremen Jacobs International University**. AIF Learning News, September 2009, n.9.
- Maura Di Mauro (2007), **La formazione interculturale per le PA**. AIF Learning News, October 2007, n.2.



## HOBBIES



SWIMMING



CINEMA



MUSEUMS &  
CULTURAL ACTIVITY



TRAVELLING



## COUNTRIES WHERE I LIVED & WORKED



THE  
NETHERLANDS



UK



SPAIN



KUWAIT



MALTA



USA



## LANGUAGES

ITALIAN



ENGLISH



SPANISH



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.

Milano, 22 novembre 2023 (valido per 3 anni)

*Maura Di Mauro* <sup>Firma</sup>