

## PERSONAL INFORMATION

Luca Fornari

## WORK EXPERIENCE

From 2014 - present

**Consultant & Trainer**Arcosviluppo — Milano – [www.arcosviluppo.it](http://www.arcosviluppo.it)

Within this consultancy I work with my clients in the field of organizational and team development. I have a specific interest in intercultural relations, cultural impacts in M&A and the work with teams.

Some of my recent projects include:

- Team coaching for the development of collaborative cross-functional relationships (Multinational B2B insurance company)
- Construction of a leadership model involving 40 middle managers of a merged insurance company
- Intercultural team coaching (International rail company)

From 2001 - 2014

**Intercultural trainer**

Free lance

I work with a small number of consultancies specialised in intercultural communication or management training.

Some of my final clients include:

- Foreign managers of multinational firms with an international assignment in Italy, coping with Italian culture in the workplace;
- Multicultural teams facing unsatisfactory performance and/or cultural prejudices that affect team and organizational cohesion.
- Organisations grappling with intercultural relationship difficulties (headquarters, clients, suppliers).

From April 2009 - 2014

**Researcher**Intercultural Development Research Institute, Via Arese 16, Milan, Italy - [www.idrinstitute.org](http://www.idrinstitute.org)

- I conducted researches on development of intercultural sensitivity:
  - 2012/2014 Research on national and international best practices of diversity management, province of Bolzano, funded by ESF;
  - 2011 Research on Intercultural learning of families hosting exchange students, Fondazione Intercultura;
  - 2009 Content analysis of the Forum of Intercultural Learning Abroad conference, Fondazione Intercultura.

From June 1992 to February 2001

### Project Manager

Ala Milano Onlus – Via Boifava 60/A Milano, Italy – [www.alainrete.org](http://www.alainrete.org)

- Supervision to the outreach staff involved in HIV and Drug prevention programs targeting migrants
- As a project manager I coordinated social integration and prevention projects targeting migrants

**Business or sector** Migration and Social Inclusion

## EDUCATION AND TRAINING

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Sept 2013 - present

### Transactional Analysis in the Organizational field

Scuola di Analisi Transazionale & Consulenza, Milano [www.atconsulenza.com](http://www.atconsulenza.com)

Training contract with Sylvie Rossi (TSTA-P-O).

Organizational supervisions and training with Gunter Mohr (TSTA-O) Rosemary Napper (TSTA-P-C-O) and Sari van Poelje (TSTA-O)

Summer 2010 & 2011

### Summer School of Intercultural Communication (SIIC)

#### Intercultural Communication Institute, Portland, Oregon

One of twenty-six internationally recognized professionals in intercultural communication to assist with the organization, implementation, and facilitation of SIIC.

2010 & 2014

### Intercultural Development Research Academy Milan & Portland

- Constructivist Foundations of Intercultural Communication: Applying the New Paradigm (24h) with Milton J. Bennett
- Intercultural Ethics: Developing Committed Relativism for Cross-Cultural Encounters (16h) with Lee Knefelkamp
- Embodied Culture: Discovering the Feeling of Self and Other in Cultural Context (16h) with Ida Castiglioni
- Sustainable Intercultural Development. Designing Constructivist Interventions (24h) with Milton J. Bennett
- Multicultural Teams: Increasing the Value of Cultural Difference (16h) with Dianne Hofne Saphire
- Cultural Diversity and Value Reconciliation (20h) with Charles Hampden-Turner

From October 2005 to November 2008

### Master of Arts in Social Management and Public Policy – Intercultural Relation Curriculum

Università degli Studi Milano Bicocca

Thesis: "Critical Analysis of Drug Prevention Literature with an Intercultural Approach" – University of Milano Bicocca – Prof. Ida Castiglioni – 110 cum laude/110

From 1993 to 1998

### Degree in Adult Social Education

Scuola per Operatori Sociali – Comune di Milano, Via D'Annunzio 19, Milano

- Thesis: "Experimentation of Narratives as an Educational Tool with street children in Managua / Nicaragua" - 110 cum laude/110

PERSONAL SKILLS

Mother tongue(s) Italian and English

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
French	B2	B2	B1	B1	B1
Spanish	C1	C1	B2	B2	B1

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user  
Common European Framework of Reference for Languages

Communication skills

- Intercultural communication skills developed by working in different cultural contexts as well extensively studying this subject of training
- Conducting workgroups: I coordinated teams composed by different professions and organizations in projects that required an interdisciplinary approach
- Empathic listening developed in the work of counsellor and social worker

Organisational / managerial skills

- Project planning and management developed in twelve years working in national and international projects where planned actions were mutually linked
- Planning, designing and holding training sessions: in IDRInstitute and ICI I learned theoretical frameworks for the design of developmental training sessions. Ten years of experience fine-tuned these competences and developed my own style in facilitating trainings

## ADDITIONAL INFORMATION

## Publications

- Fornari L., (2015) "Deadlocked Organisations. Cultural turbulences: organisational Mergers and Acquisitions" (Organizzazioni in stallo. Turbolenze culturali fusioni e acquisizioni organizzative) in "Quaderni di Psicologia Analisi Transazionale e Scienze Umane" n.63
- Fornari L., Messori G. (2013) "Innovation through a strategic use of diversity: Guidelines and Good practices of Diversity management" (L'innovazione attraverso un utilizzo strategico della diversità: Linee guida e Buone prassi di Diversity Management), Provincia Autonoma di Bolzano.
- Fornari L. (2012), "A dynamic approach to Diversity Management" ("Un approccio dinamico alla gestione delle differenze in ambito aziendale"), in Giovannini D., Vezzali L. (a cura di), *Lavorare insieme. Imprese cooperative, climi lavorativi e immigrazione*, Guerini e Associati, Milano.
- Bennett J. Milton, with the assistance of Fornari L. (2010), "2009 Forum on Intercultural Learning and Exchange", Fondazione Intercultura, Colle Val D'Elsa.
- Fornari L., Peraboni B. (Eds) (2008) "PRASSI: Risk Prevention related to Drug Consumption, with Intercultural Sensitivity" ("Prevenzione al rischio di Sostanze Interculturali con sensibilità interculturale"), Uniservice, Trento.
- Fornari L. (2008) "Intercultural communication" (La comunicazione interculturale) in Ercoli L (Ed.) "Kit Bussola: teorie, metodologie e strumenti didattici ed educativi al servizio della didattica al servizio della salute", Ala Milano Onlus, Milano.

## Presentations

- "Boundaries and identities in merged organizations", EATA, Geneve 2016
- "*Impasse and organizational scripts: a research hypothesis for the organizations*", EATA, Rome 2015 (co-presented with Giulia Bussi)
- "Promoting social change with intercultural sensitivity: a practical example", SIETAR Europa conference, Tallinn, Estonia 2013
- "Education Entertainment facing new technologies: Social and Health services embodying new worldviews", SIETAR Europa conference, Cracow, Poland– September 2011.
- "Development of intercultural sensitivity in healthcare settings" at the congress "Proposta di un Modello Operativo per la diagnosi e presa in carico della persona migrante nell'ambito delle malattie infettive - Progetto del National Focal Point Italiano", Istituto Superiore di Sanità, Roma, 16 aprile 2010

## Memberships

- EATA – European Association for Transactional Analysis
- CNCP – Coordinamento Nazionale Counsellors Professionali
- SIETAR Europe (Society for Intercultural Education Training and Research)

Milan, 27nd May 2018

