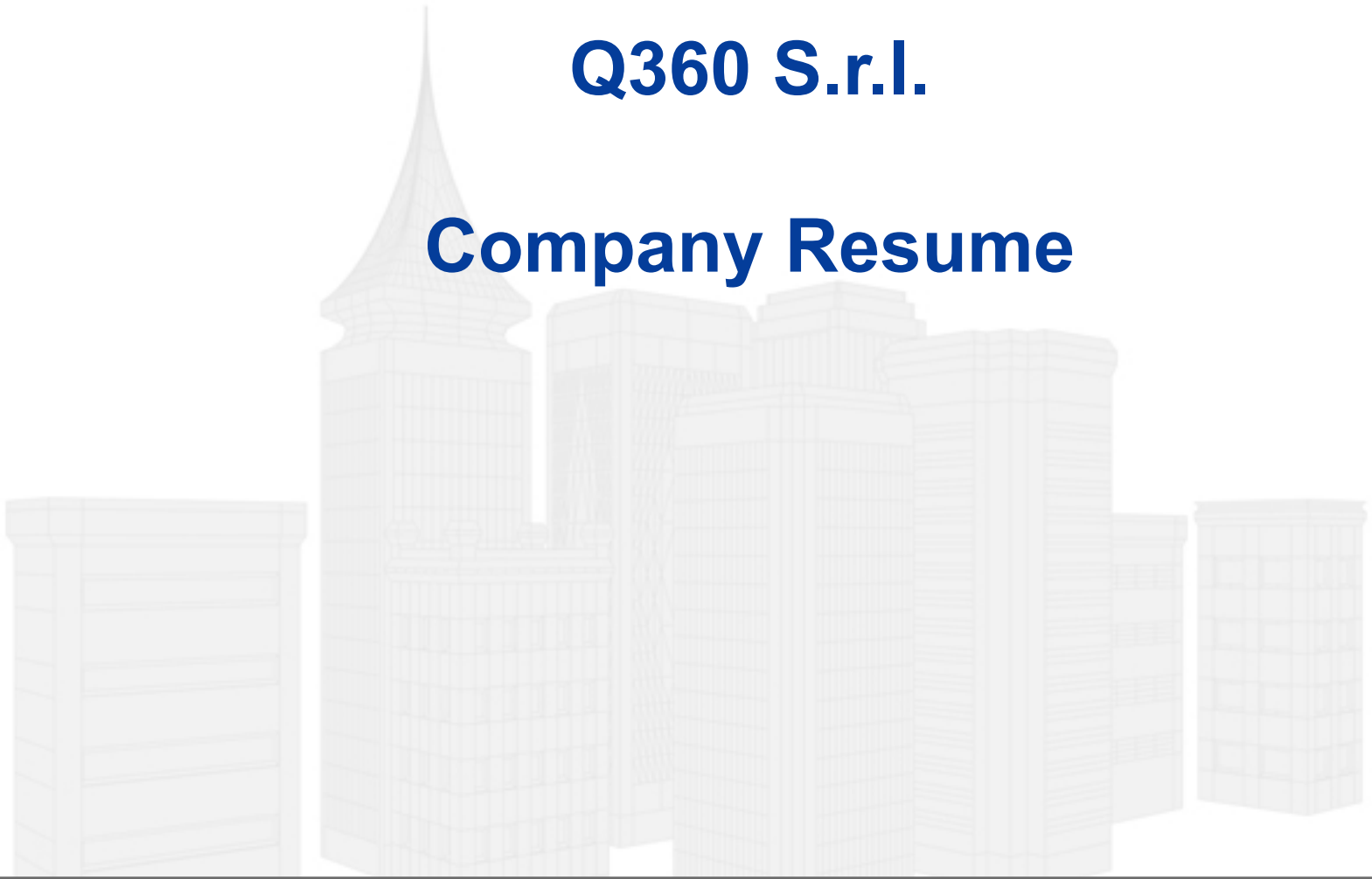




Q360 S.r.l.

Company Resume



Q360 S.r.l.
Training- Expert advice
Formative Events
Standard Courses

COURSES AND TRAINING INITIATIVES:

*Planning activities and organizing training courses with active methodologies,
“keys in hand” projects .*

Company Resume 2002 - 2013



Q360 S.r.l. Training-Expert Advice

Company Resume 2002 - 2013



Eni Corporate University

Since 2009, work contracts for the organization of training courses about Behavioural Training, Commercial Role, Negotiation and Communication.

REFINING & MARKETING AREA

TRAINING-EXPERT ADVICE: RE-ORIENTATION OR COMPLEX Business NETWORKS

Summary of activities addressed at Managers; Employees; Office Managers; People coming from different Business job positions; Representatives:

- **“PV” Business directors:** New training approach, support for taking charge of the role
- **Dealer Managers: Continuous support during the training for the role.**
- **Wholesale/GPL – Businessmen and Managers:** reinforcing the awareness of the role in connection with the changes in the structure or in the referential market.
- **Field manager non-oil: Continuous support during the training for the role.**
- **MULTI CARD: Review of Internal Coordination Procedure, Business rules approach***
- **Business Personnel and Back office for Agencies.** Integrated system of interventions to support the improvement of processes index.
- **Fuel:** Training Course for the integration of local business networks.
- **AGIP – Managers and Candidates for the managing of the plants** – Training Course about Communication and Orientation towards the Client.

* **Case of a successful Training with measured standards of improvement**





Eni Corporate University

Since 2009, work contracts for the organization of Behavioural Training Courses, Commercial Role, Negotiation and Communication.

GAS & POWER DIVISION

TRAINING- EXPERT ADVICE: RE-ORIENTATION OF COMPLEX BUSINESS NETWORKS

Summary of activities addressed at Managers; Employees; Office Managers; People coming from different business job positions; Representatives:

- International Markets & LNG Activities-** *Kam* Training, Re-orientation to the commercial role (Courses have been distributed all around Europe).
- Business Managers for Big Clients, Business Clients, Middle Market and Retail.** Re-orientation to the commercial role of the entire network.
- Channel Manager :** Management of the changes in the field of commercial role and Compliance for strategic objectives.
- Care Unity:** Training of internal trainers on the basis of management and training protocols of the partner companies (outsourcer)

VERSALIS

TRAINING – EXPERT ADVICE

Activities organized for Office Managers; Employees:

- Courses about the contents of cross-functional Integration** – Courses for the factory staff (all courses were taught in the factory of origin)

Enel University

Since 2006, work contracts for the organization of Behavioural Training Courses , Commercial Role and Negotiation skills.

TRAINING – EXPERT ADVICE

Summary of activities addressed at Managers; Employees; Office Managers; Workers coming from different business job positions:

ENEL SI Renewable Sources– Training for Business Presentation creating a commercial method calculated on the basis of Human Subjects.*

- ENEL ELECTRICITY SERVICE AND ENEL ENERGY:** Volleyball for the Commercial Role.
- MARKET UNIT – New hires:** Orientation to the Client.
- DISTRIBUTION – UNITY NET MANAGERS:** Training for stress management.
- CORPORATE – New Managers:** Leadership for challenge; Strategic Coaching.
- LEGAL OFFICE** - Negotiation Techniques.
- ENEL GROUP: our company was responsible for the management of the Project “Performance Review Worldwide”:** Training of the new assessors in Italy as well as abroad. (Italy; Brasil, Spain,Romania, Chile, United States).
- ENEL GROUP: Post Performance Review:** Training of Employees, Office Managers and Managers about subject themes such as problem solving and building solution.
- EXTERNAL RELATIONSHIPS** – Standard courses about communication themes: Speaking in public and writing in a company.
- ENGINEERING AND INNOVATION:** Integration and Team Thinking: Volleyball.



* **Caso di Successo Formativo con individuazione di protocollo di azione**



Training Area for Corporate Functions

Formative Events focused on the integration and internal coordination of the resources.

TRAINING- EXPERT ADVICE: Courses taught to Managers;

- **Top management** - Training about cross-functional coordination and Human Resources Management.

Telecom Italia

Since 2003, work contracts for the organization of Behavioural Training Courses, Commercial role and Negotiation Skills.



TRAINING – EXPERT ADVICE

Summary of activities addressed at Managers, Employees, Office Managers, People coming from different business job positions:

- **NATIONAL WHOLESALE.** Re-orientation of complex business networks (RAT - KAM)*
- **NATIONAL WHOLESALE.** “Internationalization and Cross Cultural Management” , “Global selling”
- **MANAGERS RESPONSIBLE FOR TELECOMITALIA:** development of entrepreneurial Competencies
- **CORPORATE FUNCTIONS** “Strategic Thinking”, sailing boat match races
- **CORPORATE FUNCTIONS :** Public and Media speaking for the management of proactive communication
- **DCO Call Center:** “Retention and up selling” , telesales



* **Added to the 2003 Telecomitalia “Record of Sustainability” as a Successful Formative Case**



"SKY" Training Area - SKY Italy

Since 2010, work contracts for offering Expert Advice and Formtive Events related to the role of the Resource manager, Phone Skills and Business Proactivity.

TRAINING – EXPERT ADVICE

Summary of activities addressed at Managers; Employees; Office Managers; People coming from different business job positions:

- **MANAGER AND TEAM LEADER** – Training for the organization and managment of Customer Service Representatives *"in house"* - metaphor: *"Flamenco, to the beat of the Client"*
- **FOCUSING ON BUISNESS OBJECTIVES-** With the participation of all the staff of the Contact Center using the metaphor of Rugby



Training Area: BNP Paribas

Since 2008 work contracts for supplying Training, Expert Advice and Formative Events related to the Role of the Resource manager, Phone Skills and Business Proactivity.

TRAINING – EXPERT ADVICE

Summary of activities addressed at Managers; Employees; Office Managers; People working in different business roles;

•**MANAGER AND TEAM LEADER** – Training for the organization and management of Customer Service Representatives “*in house*” - metaphor: “*Flamenco, to the beat of the Client*”

•**MANAGER - TEAM LEADER - OPERATORS** – Re – orientation of in-bound operators on business proactivity themes and techniques of “high care” of the Client (outb – inb)*

•**MANAGER - TEAM LEADER - OPERATORS** – Re – orientation of in-bound operators on business proactivity themes and techniques of “high care” of the Client (outb – inb)

***Case of a successful Training with measured standards of improvement.**



**Training Area: Finmeccanica**

Since 2008, work contracts for supplying Training and Expert Advice related to the role of the Stand Manager (in collaboration with TQL)

TRAINING – EXPERT ADVICE

Summary of activities addressed at Managers; Employees; Office Managers; People coming from different business job positions:

•**Training for Business and Technical Roles** during the events that took place in the Farnborough International Airshow and Le Bourget: Stand Manager and Stand Manner
Training Courses taught in several European cities.

Training Area: Enav

2012, Formative Intervention using innovative methods in the field of "External Relations"

TRAINING – EXPERT ADVICE

Summary of activities addressed at Managers and Office Managers:

•**BUSINESS BOARD – TOP MANAGEMENT** – Training about the external communication towards Media and Institutional Bodies through the participation of "target journalists".*



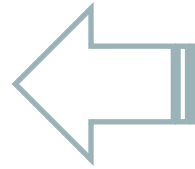
***Case of a successful Training locating operative management protocols of institutional communication**

Training Area: Houses and Mercedes Benz

Since 2010, work contracts for the organization of Formative Events related to the commercial role and Negotiations Skills (in collaboration with *Accenture*)



Mercedes-Benz



accenture

TRAINING – EXPERT ADVICE

Summary of activities addressed at Managers; Employees; Office Managers; People coming from different business job positions

•**DEALER** – Ri-orientamento dealer al cliente/mercato. Impostazione nuovo approccio commerciale in funzione degli strumenti di marketing e di controllo dei costi *

•**DEALERS – CSI PROJECT** - Training and compliance on management protocols about commercial approach, coherently with the Customer Satisfaction Index.



* **Caso di Successo Formativo con individuazione di parametri di miglioramento misurati**

COACHING

▪ ENI

- ❖ **ANTITRUST SUPERVISORS** – Business presentation – Role orientation
- ❖ **EXTERNAL RELATIONS** – Theme-based Coaching about public speaking

▪ ENEL

- ❖ **Funzione RELAZIONI ESTERNE** – Business presentation – Role Orientation

▪ FINMECCANICA

- ❖ **Alta Direzione:** Theme-based Coaching about public speaking

▪ JAKALA PROMOPLAN

- ❖ **Top Management:** Strategic Coaching and Role orientation

▪ TELECOM ITALIA

- ❖ **Managers** – Role orientation

▪ MANPOWER

- ❖ **Managers** – Role orientation

Q360 S.r.l. Formative Events

Company Resume 2002 - 2013



Training Area: Corporate Functions

Formative Events focused on Integration and Internal Coordination of Resources.

FTRAINING – EXPERT ADVICE – FORMATIVE EVENTS

Training Courses taught to Managers;

- **Top Management** - Training on the cross-functional coordination and Human Resources Management.
- **Formative Events** focused on the strategic missions of the company and, thus, on engendering affinity as well as sense of identity with the company.

**BNL****GRUPPO BNP PARIBAS****Training Area: BNP Paribas**

Since 2008, work contracts for supplying Training/ Expert Advice and Formative events related to the role of the Resource manager, Phone Skills and Business Proactivity.

(in collaboration with Dida Network)

FORMATIVE EVENTS

Summary of activities addressed at Managers; Employees; Office Managers; People coming from different business job positions;

- **EVENTS CONCERNING THE FOCUS ON BUSINESS OBJECTIVES** - with the participation of the Contact Centre for formative events using the Rugby metaphor.

Seat Corporate University - Seat Yellow Pages
Since 2010, work contracts for the organization of Formative Events related to the commercial Role and Negotiation Skills.

FORMATIVE EVENTS

Summary of activities addressed at Managers; Employees; Office Managers; People coming from different business job positions:

BUSINESS MANAGERS- “SWAT” – “Special Units” –Combat Simulations in narrow spaces – Client Orientation, planning and scheduling business activities in concerning territories.

Tactical Leadership – the passage to the “Web Agent”: Approach to Marketing Management and Business Managers.

Prysmian

Since 2010, work contracts for the organization of Formative Events related to the Commercial role and Negotiation Skills.

(in collaboration with Adecco Training)

FORMATIVE EVENTS

Summary of activities addressed at Managers; Employees; Office Managers; People coming from different business job positions:

- **BUSINESS MANAGERS-** “SWAT” – “Special Units” – Combat Simulations in narrow spaces – Client Orientation, planning business activities in concerning territories.
- **EUROPEAN BUISNESS MANAGERS-** Coordination and passage from a classical commercial role to a consulting approach.
- **FOS – SOUTHERN OPTICAL FIBRES -** Motivation and team building addressed at the company staff



Commercial Field

Formative Events organized using new methods in the commercial field of "Tyres Worldwide" (in collaboration with Adecco Training)

FORMATIVE EVENTS

Summary of activities addressed at Managers and Office Managers:

- Commercial and Technical Role Training:** Training for the Integration and the Coordination on an international level of different SBU, Client Orientation and focusing on business proactivity.
- Organization of 3 different formative events based on 3 different format, based on strong experiences for 100 participants.
- Integration and Coordination: **cooking**
- Client Orientation: **short-movie** "One shot"
- Focusing on Business Proactivity: **"The Game is to Gain"** boat-race with rating assignment and classification based on the VVP method (a criterion that allows considering a lot of causes before assigning a rate, for example Time recovery)



Business Field

Formative Events organized using innovative methods in Business area

FORMATIVE EVENTS

Summary of activities addressed at Managers; Office Managers; People coming from different business job positions

Formative Events based on formats of different strong experiences:

- **Rugby:** the basics of “*occupating the space*”
- **Stress Movie:** Shooting a movie with the direction of a Production which keeps changing the schedules
- **Judo:** how to cope with the passage from well-established behaviours to the “effective” approach.
- **“Dinner is served”:** Quiz show linked to the transmission of new business values.



better work, better life

Training Area

Formative Events organized using innovative methods in the Business area

FORMATIVE EVENTS

Summary of activities addressed at Managers; Employees; Functionaries:

Adecco Training: Team Volley

Adecco Training: Commandos

Air Liquide: Leadership for challenge

AMEX: Business Proactivity

Confindustria Campania: Sailing

DSM Capua: Customer Orientation Rugby

FicoMirrors: Intervention about Motivation

Miriade: Team Building

Mondoconvenienza: Team rafting

Novolegno: Management of the selling process

EVENTS, SUBSIDIES AND CONVENTIONS

FROM 50 TO 1000 PARTICIPANTS

Planning activities, organizing and supplying events both under a playful point of view and a formative one.

ABACO SERVIZI – Gruppo Gabetti – 200 participants

BANCA INTESA – 2000 PARTICIPANTS

Clemens Kleine GMBH – Berlin

ENEL – “Cascade”

ENI FUELS AND OIL: 2011 Convention “One pattern, one team”

ENI Refining & Marketing: Convention 2011, Business Wholesale/CARD, Seville

ENI- SNOW TROPHY, Bormio, team building activity;

ENI - SNOW TROPHY 2012, Andalo- team building activity;

FIT - FEDERATION OF ITALIAN TOBACCONISTS – 400 PARTICIPANTS

INTESA GDI – CONVENTION 1000 PARTICIPANTS – Sharm El Sheikh

JOHNSON & JOHNSON: Staff managers, Rugby

NOVARTIS – for Adecco Training

PARMACOTTO – 300 PARTICIPANTS

REPLY WORLD MEETING – Florence, event replied in 2008, 2009, 2010 and 2011

ST MICROELECTRONICS

TELECOM – CUSTOMER ORIENTEERING – 300 PARTICIPANTS

TIM – nr 10 conventions, 1000 participants each – “watch out from those two guys”

TIRRENO POWER – Top management

Q360 S.r.l. Standard Courses

Company Resume 2002 - 2013

Enel University

Since 2006, work contracts for the organization of behavioural training courses, Commercial Role and Negotiation skills.

STANDARD COURSES

Summary of activities addressed at Managers; Employees; Office Managers; People coming from different business job positions:

- **ENEL GROUP:** management of the project **“Performance Review Worldwide”**: **training of new trainers in Italy and abroad (Italy, Brasil, Spain, Romania, Chile and U.S.A.)**.
- **ENEL GROUP: Post Performance Review:** Training of Employees, Office Managers and directors on problem solving and building solutions.
- **EXTERNAL RELATIONS** – standard courses on communication subjects: Public speaking and writing in the company



* **Case of a successful Training locating operative management protocols of institutional communication**



Eni Corporate University

Since 2009, work contracts for behavioural training courses , commercial role, negotiation and communication.

STANDARD COURSES

WORLDWIDE TAUGHT TRANSVERSAL COURSES

Summary of activities addressed at Managers; Employees; Office Managers; People coming from different business job positions;

- Standard Courses on Communication skills:** Public speaking and writing for the company (taught in Italy, Europe and Central America).
- Standard Courses on Negotiating skills:** Negotiation techniques, Negotiation skills; (taught in Italy, Europe and Central America).
- Directory assistants** – Communication skills and cross-cultural management (taught in Italy, Europe)
- Stress management**

INSTITUTIONAL ACTIVITIES



•**CONFINDUSTRIA – 1999 – 2005**

Members of the “Education” Committee

•**School and Youth Training Committee “Confindustria”**

“30 hours Project”, a national project to spread cultural and business values. With the participation of 1200 students in the territory of Rome.

•**L'Aquila University – Faculty of Psychology , degree in Work Market and International Organizations**

Courses taught: Workshop on how to plan Training Processes

COLLABORATIONS IN THE SPORTS WORLD 2008 - 2013



ITALIAN JUDO FEDERATION

Q360 was engaged to support the staff of the Italian national Judo team for the Olympic games in 2012. Activities of performance training (match analysis, statistical processes and organization of training programmes according to flow protocols).



ITALIAN RUGBY FEDERATION

Q360 collaborates with the didactic section of the Federation in order to elaborate new formats of training and playing simulations to be transferred on business realities with the objective of spreading sports and especially Rugby.

Q360 S.r.l.

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