

CURRICULUM VITAE

Dott. Ida Castiglioni

University of Milano Bicocca

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Degrees and Certificates

Istituto di Psicologia Somatica di Milano. Three years *Master degree* in somatic psychology, 2004. Clinical supervision directed by Dott. L. Marchino. *Certificate in clinical counselling*, 2004.

Università di Milano Bicocca. Assegnista di ricerca (post-lauream research scholarship, supervision of Prof. A.Giasanti) 2000-2002

Intercultural Communication Institute, Portland, Oregon USA. *Intercultural Practitioner Certificate*, 2003. Curriculum of 12 30-hour professional development courses.*

Università degli Studi di Milano. *Laurea degree* in political sciences, summa cum laude, 1998. Thesis in sociology of cultural processes supervised by prof. A. Melucci. Title: "Multicultural education in Europe and in the United States: Aspects and problems".

Other Education

Intercultural Development Inventory, Portland, Oregon. Qualification for administering and interpreting the IDI, a measurement of intercultural competence, 2002.

Summer Institute for Intercultural Communication, Portland, Oregon. Competitively selected faculty intern, 1997; invited returning intern, 1998.

PNL of Milano. 32-hour seminar on Neuro Linguistic Programming, 1997.

Istituto Radix of Milano. Seminar on effective emotional expression supervised by R. Ponticelli, 1997.

Intercultura-ESF. Scholarship for a 7 months training for trainers (full time) as a "Professional operator in intercultural relations". This included one month internship in Dublin (Ireland) - at Irish Refugee Council and Episcopal council of immigrants of Ireland- and two months internship in Milano- Saatchi & Saatchi advertising-, 1991-1992

American Conservatory Theatre, San Francisco. Summer course for actors, 1987.

CRT of Milano. Public speaking, 1986-1987

Intensive language courses in UK (1984), France (1986), Germany, (1988).

Professional Positions

Consultant and Trainer. Bennett Intercultural Development, LLC & IC Intercultural Training and Consulting. (see consulting and training activities on following pages).

Faculty Member, ENI Corporate University, Rome 1998-2010 (see consulting and training activities on following pages).

Faculty member. Faculty of Sociology, University of Milano-Bicocca, Milano, Italy, 1998-present.

Tenured Researcher (equiv Assistant Professor). Sociology of Cultural Processes, Department of Sociology and Social Research, University of Milano-Bicocca. Responsibilities include teaching of three courses, exams and supervision of graduate thesis. 2005-present

Internship director. Responsible for design and implementation of graduates's level internships. 2003-present.

Adjunct professor. Laurea specialistica- now Laurea magistrale- (graduate level) in Management of Political and Social Services/Intercultural Relations. Responsible for overall curriculum design and teaching basic and advanced courses in intercultural relations. Responsibilities included also exams and co-supervision of graduate thesis. 2002 - 2004.

Adjunct professor. Courses in sociology of culture, intercultural communication, sociology of communication for undergraduate programs of sociology, and social services. Responsibilities included also exams and co-supervision of undergraduate thesis , 2001 - 2004.

Adjunct professor. Graduate course in multiculturalism and citizenship. 1999-2000.

Lecturer. Cultural sociology. 1998-1999.

Adjunct professor. Inter-Faculty (Architecture, Economics, Sociology) Master's program in Management and Analysis of Development Projects, University of Milano, University of Firenze, Reggio Calabria, and the CRIC of Reggio Calabria. Responsible for teaching the core courses in intercultural relations. 2002 - 2005

Faculty member. Master Degree of Somatic Psychology, Istituto di Psicologia Somatica di Milano, 2003 – present.

Adjunct professor. Faculty of Medicine, University of Milano, Laurea for Educators, Course in “Psychosomatic Awareness for Communication with Diversity” (I, II). 2000 – 2004.

Faculty member. The Summer Institute for Intercultural Communication, Portland, Oregon USA. Design and co-teaching the course, "Developing Intercultural Consciousness" (with Dr. M.J. Bennett). 2000-2002.

Lecturer. Dept. of Sociology, Faculty of Political Science, University of Milano, course in sociology of labor, “Diversity in the United States.” 1998.

Research Design and/or Coordination

Fondazione Intercultura. Design and coordination of the research “Intercultural learning of hosting families”. 2011

Province of Milano and University of Milano Bicocca. Design and coordination of the research “From Multiculturalism to diversity: an Italian experimentation”, an assessment of intercultural sensitivity of sanitary and social services in the province of Milano. 2006-2008

EuropeAid Co-operation Office. Design of the "Support to Ukranian Initiative" to coordinate efforts of European universities with public and private organizations in the Ukraine. 2003.

MURST Cofin 2000. Dept. of Sociology, University of Milano-Bicocca. Design and implementation of the "culture shock" module of a national research project, "Determinants of Inclusion and Exclusion of Immigrants." 2000-2002.

Leonardo Project. Iard Institute and Dept. of Sociology, University of Milano. Project coordinator of the “Vocational Training for Young People Leaving the Penal System”, involving universities from Germany, England, Spain, and Italy. 1999.

LAMS. Dept. of Sociology, University of Milano. Member of the coordinating group for research on social change chaired by prof. Alberto Melucci. 1997.

“Progetto Cayenna.” Dept. of Sociology, University of Milano. Co-founder of an action-research group promoting communication between prison and the outside world through the use of new information technology. 1996-2002.

EU Alfa project. Dept. of Sociology, University of Milano. Assistant coordinator of the “Media and Society” project involving universities from Sweden, Germany, Mexico, Brazil, and the auditing partner, the New School for Social Research, New York, USA. 1996-1997.

Personal Assistant to the Chair. Responsible for international relations for the Chair of the Sociology Department, University of Milano, 1995-1997

Seminar Organizer. Department of Sociology, University of Milano. Organized seminars on the Sociology of Tourism. 1994-1995.

HR Specialist. Sandoz International Human Resources, Milano. 1993-1994

Director's Assistant. EGG Global Communication and Saatchi & Saatchi Advertising. 1992-1993

Manager of Hostesses. ATP International Tennis Tour Milano-Rome. 1989-1991.

Language Instructor. NMB Corporation, Milano, Language instructor for Japanese managers. 1989-90:

Publications

Castiglioni I. (2012). Intercultural learning of hosting families. In proceedings of The second Forum on Intercultural learning and Exchange. The Other Side of Exchange: Host Family Intercultural Learning, Intercultura, 65, 2012, pp.21-28

Castiglioni I., Giasanti A. (2012). Good practices of interdisciplinary international cooperation between universities and /universities and local development. Proceedings of the Universidad 2012, 8th International Congress on Higher Education, La Universidad por el desarrollo sostenible. February 2012, la Habana, Cuba.

Castiglioni I., Giasanti A. (2010). Co-operation for Development as a Way to Internationalize Universities. Proceedings of the Universidad 2010, 7th International Congress on Higher Education, The University for a better world. February 2010

Castiglioni Ida (2010) I valori degli Italiani (Italian values), in proceedings of the Congress "Identità italiana tra Europa e società multiculturale" (Italian identity between Europe and multicultural society), Fondazione Intercultura, Roma

Castiglioni Ida (2009) *La differenza c'è. La gestione della diversità nell'organizzazione dei servizi*, Franco Angeli, Milano, 2009. (There is a difference. The management of diversity in the organization of social services and healthcare)

Castiglioni Ida (2008) Dal multiculturalismo al diversity management. Una ricerca empirica sulla definizione e sulla misura della competenza interculturale nei servizi sanitari e sociali di Milano e della sua provincia (From multiculturalism to diversity management. An empirical research on the definition and measurement of intercultural competence in social and health care services of Milan and its province). Provincia di Milano, Direzione Centrale Cultura e Affari Sociali.

Castiglioni, Ida (2005) *La Comunicazione Interculturale: Competenze e Pratiche* (Intercultural Communication: Competence and Practice). collana Bussole, Carocci editore:Roma- New edition under contract

Castiglioni, Ida (2004) "Dal Multiculturalismo al Diversity" in *Passagi – Rivista Italiana di Scienze Transculturali*, II, 7.

Castiglioni, Ida (2004) "La Costruzione di Relazioni Interculturali in una Società Diversa" (a cura di) (The Construction of Intercultural Relations in a Diverse Society, Editor), Dispensa per il corso progredito di Comunicazione Interculturale, University of Milano-Bicocca

Bennett, Milton J. and Ida Castiglioni (2004) "Embodied ethnocentrism and the feeling of culture: A key to training for intercultural competence" in Landis, D, Bennett, J., and Bennett, M (Eds.) *Handbook of Intercultural Communication Training, Third Edition*. Sage: Thousand Oaks and London

Castiglioni, Ida (2003) "European identity through the lenses of school multicultural curricula" in *Passagi – Rivista Italiano di Scienze Transculturali*, I, 4.

Castiglioni, Ida (2002) "Introduction to the Italian edition" in (M. J. Bennett, ed.) *Basic Concepts of Intercultural Communication: Selected Readings*." Franco Angeli: Milano.

Editing Collaborations

Assistente redazionale (supporting editor researcher) for “Donne in quota” (Quotas for female political representation), Bianca Beccalli editor, Feltrinelli, Milano (1999)

Assistente redazionale (supporting editor researcher) for the Cdrom of the book “Verso una sociologia riflessiva” (on Reflexive sociology), Alberto Melucci editor, Il Mulino, Bologna (1998)

Refereed Conference Presentations

Universidad 2012. 8th International Congress of higher Education. Paper on “Good practices of interdisciplinary international cooperation between universities and /universities and local development. 2012, La Habana, Cuba

University of Milano Bicocca and Institute for Somatic Psychology (IPSO). “La costruzione memetica della cultura” (The memetic construction of culture) in the mabit of the conference “Being Humans” 2011, Milano

SIETAR Europa (Society for Intercultural Education, Training, and Research) “The chronophagy in our embodied intercultural experience: the case of students’ exchange and their use of new media” in the ambit of the conference “Interculturalism ahead:transition to a virtual world?” 2011, Krakow, Poland

Fondazione Intercultura and Intercultural Development Research Institute. Presentation on “Intercultural learning of hosting families” in the ambit of the conference “The second Forum on Intercultural learning and Exchange. The Other Side of Exchange: Host Family Intercultural Learning”, 2011, Colle di Val d’Elsa (Siena)

Universidad 2010. 7th International Congress of higher Education. Paper on “Co-operation for development as a way to internationalize universities”. 2010, La Habana, Cuba

Fondazione Intercultura and Istituto Superiore Santa Chiara. “I valori degli Italiani” in the ambit of the conference “Identità italiana tra Europa e società multiculturale” (Italian identity in between Europe and multicultural societies). 2009, Siena

University of Milano Bicocca and Institute for Somatic Psychology (IPSO). “Communication and context: an embodied perspective” in the ambit of the conference “La voce del corpo (the voice of the body)”. 2009, Milano

Fondazione Intercultura and Scuola Superiore di Studi Santa Chiara (University of Siena). “Italian values” in the ambit of the congress “Identità italiana tra Europa e società multiculturale” (Italian identity among Europe and multicultural society). 2008, Siena

Sietar world congress “ Effectiveness research on the development of intercultural competence in healthcare and social services of Milan and its province”. 2008, Granada

Italian Society of Clinic Psychology and Psychotherapy. Speech on “Intercultural issues in the multicultural family”, in the ambit of the conference “The changing family: structural changes and psychological effects”. 2006, Milano

SIETAR Europa (Society for Intercultural Education, Training, and Research) “Oz revealed: a critical reflection on psychologism in intercultural work” La colle sur Loup (Nice, France), 2005

SIETAR Europa “Intercultural relations as corporate social responsibility” and “Inclusion and exclusion of migrants in Italy: is culture shock a key factor for understanding the reshaping of identity?”. Berlin, Germany, 2004

SIETAR Europa "The development of ethnophysiological empathy." Vienna, Austria, 2002.

SIETAR Europa. "Embodied ethnocentrism and the feeling of culture." Stavanger, Norway, 2001.

International Academy for Intercultural Research. "The cultural body: American and Italian perspectives on the feeling of culture." University of Mississippi, Oxford, Mississippi USA, 2001.

Comune di Piacenza, The Days of Pulcheria. "The body and the language of women: Research from a female perspective." Piacenza, Italy, 1999.

Professional and Civic Activities

Organizer of the international conference " Forum on intercultural learning" co-sponsored by IDRI and Fondazione Intercultura Colle di Val d'Elsa, Italy, 2009-2011

Organizer of the international conference "Moving beyond Mobility" co-sponsored by IDRI, AFS Germany and EFIL, Berlin, Germany, 2008

Governing Board Member, Sietar Italia. 2008-2009

Governing Board Member, SIETAR Europa. 2003-2005.

Co-founder and co-director (with Milton J. Bennett and Lee Knefelkamp)of Intercultural Development Research Institute (IDRI), Milano Italy and Hillsboro, Oregon USA

Foreign languages

Italian: mothertongue

English: excellent

French: excellent

*** Professional courses in intercultural relations attended:**

"Transcultural competence: reconciling diverse values" (Charles Hampden-Turner); "Leadership across contexts and cultures" (Lee Knefelkamp); "Global leadership in the 21st century" (Nancy Adler); "Cultural rythms; communicating synchrony, time, and timing" (John Condon, Keith Terry); "Cross-Cultural Training in International Corporations" (George Renwick, Rita Bennett); "Re-inventing Management at the Crossroads of Culture" (André Laurent); "Implementing Diversity: A strategic Approach", (Lee Gardenswartz, Anita Rowe); "Advanced Intercultural Communication Theory" (Stella Ting-Toomey); "Effective Intercultural Team Building" (Barbara Schaetti, Gordon Watanabe, Sheila Ramsey); "Foundations of Diversity Training" (Lee Gardenswartz, Joy Hawkins); "Creating Intercultural Consciousness" (Milton J. Bennett); "Intercultural Development Inventory Qualifying Seminar" (Milton J. Bennett, Mitchell Hammer).

Consulting and Training Activities

IDRIstitute. Seminars on “The embodiment of cultural identity” within the curriculum of IDR Academy, Milano, 2012

EuropeAid- Seychelles Alliance for Women’s Development on “New methods of social assistance and community leadership outreach for the empowerment of women”. Mahé, Seychelles, 2012

Tacis IBPP (Institution Building Partnership Programme): Support to civil society and local initiatives. Enlarging the network of women help desks – an integrated project to reduce social marginality and empower vulnerable women in Ferghana, Andijan, and Tashkent, on “Empowering professionals to reduce women’s vulnerability”, Tashkent, Uzbekistan, 2012

Willamette University. Seminar on “The embodiment of cultural identity” Salem, Oregon, 2011

ASL Monza and Brianza. Intercultural sensitivity for professionals of addiction treatment and addiction prevention working with non-Italian patients. Monza, 2009-2010

Province of Milano. Intercultural sensitivity for social operators. Milano, Italy, 2010

Ambition/ KPO (Karachaganak). Training of trainers in intercultural communication, Almaty, Kazakhstan, 2009

Berner Bildungszentrum Pflege. Training of faculties for the interculturalization of the nursing curriculum. Bern, Switzerland, 2009

ASL Monza. Intercultural sensitivity training for health care operators dealing with non-Italian addictive patients, Monza, 2009

Tacis IBPP, “Building capacities and networks for immigrant and ethnic minority women: an integrated project to fight gender and ethnic discrimination in Russia” on “Leadership against women’s discrimination”. Saint Petersburg, Russia, 2009.

Institute of psychotherapy for the child and the adolescent. Seminars on “ Parenthood in different geo-cultural contexts”. Milano, Italy, 2008

Management Zentrum Witten. Communicating across cultures: developmental strategies for intercultural competence. Berlin, Germany, 2007-2008

Eni NORGE. Employeeship programme. Assessment and training in intercultural sensitivity for the entire company (all levels). Stavanger, Norway. 2006-2009

ICPT (Intercultural Training for Practitioners). Course on “Overcoming embodied ethnocentrism” 2006, Winterthur, Switzerland

AFS (American Field Service) seminar on the embodiment of culture for the international meeting of country directors, Pilanesburg, South Africa. 2006; seminar on applying the intercultural frameworks for the world congress. 2006, Rotorua, New Zealand

Comune di San Donato Milanese. Consulting for special foreign adoption and fostering projects. 2006.

Brembo SpA. Intercultural competence training for executives. Bergamo, Italy, 2005.

Boeing Leadership Center. Intercultural competence for global leadership. St. Louis, MO USA, 2005-2007.

Smith College Consortium Executive Training Program. Intercultural competence and embodied cultural adaptation for women executives. Northampton, MA USA, 2005

Notre Dame University Executive MBA program. Application of the intercultural perspective to overseas encounters. (Brussels). 2004-2005

Associazione A.L.A.. Training of trainers for intercultural projects of prevention of STD diseases and addiction. Milano, Italy, 2003-2006

A.S.L. Città di Milano. Consulting on intercultural projects for sanitary intervention. 2004-2006

Saipem. Intercultural team building (Rijeka, London, Milan, Fano). 2002-2007.

World Bank. Intercultural competence for Armenian IT managers. Milan, Italy, 2004.

Eni UK. Management of interdependence in global companies. London, UK, 2004.

Italian Ministry of Interns. Intercultural training to executive officers in the Prefecture of Milano. Milano, Italy, 2003-2008

Manchester Business School. Multicultural teambuilding for international project coaches. EU Management Training Program (MTP) for Russian and NIS managers. Manchester, UK, 2003.

EU Management Training Program. Intercultural application of change management, special project follow-up for Tacis in Kazan, Tatarstan (Russia). 2002.

Norsk Agip. Teamwork and intercultural teambuilding for top management. Eni University, Rome, 2002

FSE/Regione Lombardia. International expertise for the PMI. Formaper, CCIAA of Milano. 2002.

Naoc/Agip-Group (Nigeria). Global leadership and the management of international contact for executive managers. Nigeria, 2000, 2001, 2002.

Eni Norway. Multicultural team building and global vision. 2002.

Eni Corporate University. The dynamics of cultural processes in complex organizations for global managers and supervisors. Rome and Milano, 1998-2005.

Gruppo Eni, Consulting on intercultural communication and global leadership for managers and supervisors. This commitment included a bi-monthly institutional course of one day for young graduate Italian high potentials 1998-present and a monthly two days institutional course for young graduates foreign high potentials 2002-2006.

European Union Commission. Selection design, intercultural training design and implementation for the Acadia EU-Canada graduate internship program in Brussels. 2000-2002.

Prison Directors of Regione Lombardia. Seminars on intercultural sensitivity in the ambit of the MURST/University of Milano Bicocca research. Milano, 2000

LAK Industrial Group. Intercultural communication and intercultural team building. St. Petersburg, Russia, 2001.

Gruppo Bucher. Consulting and training on intercultural issues of corporate merger. Reggio Emilia, Italy, 2001.

Bucher Hidroirma, Training for intercultural competence for managers. Reggio Emilia, Italy, 2000.

Promos, Chamber of Commerce of Milano, Intercultural communication seminars for Korean delegations. 2000.

CTC, Chamber of Commerce of Bologna. Intercultural communication training for managers 2000.

Marconi Communications. Intercultural counselling for expatriate managers. Warrendale, PA USA, 2000.

Window on the World. Intercultural training consultant. Minneapolis, MN USA, 2000.

Formaper, Chamber of Commerce, Milano, 2000-2004.

Intercultural competence for Maghreb entrepreneurs (with the Italian ministry of foreign affairs).

Intercultural communication training for EU Tacis programme MTP (Managers' Training Programme) for senior and junior managers coming from: Russia, Belorussia, Azerbaijan, Mongolia, Ukraine, Uzbekistan, Kazakhstan, Moldova.

Italian training designer, coordinator, and quality expert for the EU Tacis programme MTP.

Personal development and intercultural communication competence for the course for graduates "Commercial assistant in international small enterprises" and "International trade and investments."

ESAE Regional School for Educators, Milano. Diversity management for cultural mediators and experiential workshops on psychosomatic awareness for social educators. 2000.

Ministry of Justice and Regional bodies, Intercultural communication for prison officers and educators. Como, Milan, 2000.

Formaper Chamber of Commerce, Milano. 1998-1999.

Intercultural training and team building for trainers from India, Austria and Italy, members of the European-Indian Economic Cross Cultural program

IC trainer for Italian young graduates living abroad (Unioncamere estere-Coordination of chambers of commerce abroad)

Design and implementation of the intercultural module within the ESF course for graduates: "Experts for the design and management of international projects"

Euro Info Center, Chamber of Commerce, trainer of public speaking in culturally diverse environments. 1998-1999.

IARD Institute; Bologna, Parsec; Milano, Consorzio Fia; Faenza CFP ; trainer for ESF courses for EU and non-EU graduate members in: intercultural communication, interpersonal communication, equal opportunities, foundations of intercultural counseling. 1997-1999.

Lombardy Region. Tutor of the course for managers of the Region "Organizational changes and women's presence in Public Administration" organized by the University of Milano. Milan, 1998.

Associazione Conchiglia. Trainer of bioenergetic experience, approved by S.I.A.B. (Italian Society for Bioenergetics Analysis). Piacenza, Italy, 1998-2001.

The Summer Institute for Intercultural Communication. Evening presentations on "Bio-cultural awareness". Portland, OR USA, 1997-2002.