



Telema is a management consulting firm founded in 1986 with offices in Milan-Italy, San Paolo-Brazil and Lugano-Switzerland.

Telema has significant experience and has enjoyed great success in executive search, head-hunting and personnel selection.

Telema is well versed in organisation development and corporate as well ad-hoc training.

Telema works with multinational corporations, predominantly in the areas of distribution (fashion, textiles, and both durable and non durable consumer goods), industry and manufacturing (rubber, automotive and industrial equipment, durable and non durable consumer goods), services and advanced tertiary businesses.

Telema since 1998 has had an independent division "Telema per l'Arte" specifically designed for the organisation and development of corporate and cultural events.

Telema since 2000 has had another business division called "Telemagiovani" whose key objectives are: professional, technical, organisational and lobbying services connected to selection, training, management and the hiring and corporate career introduction of young business talents.

Partners and consultants

Riccardo Zuffo teaches Work and Organization Psychology as a Faculty member of the Psychology department at the Università "Gabriele D'Annunzio" di Chieti, and has academic charges at the Università Cattolica del Sacro Cuore di Milano. He is a partner of Telema where he works in the Executive Search and the Organizational Advising area. For many years he was a manager of Human Resources and Organization for the Pirelli Group.

Giovanni Carbone has a Masters in Business Administration from the IFOR/SDA. Since 1994 he has worked in Executive Search and Organizational Advising. Previously he worked in the hotel industry in charge of the selection, training and development and subsequently in the area of logistic and distribution for Sagit - Unilever. He is a qualified expert and lecturer in the field of work psychology on the faculty of economics at the Università Cattolica del Sacro Cuore di Milano where he teaches a 1st level masters program in the Management of Commercial Distribution.

Telema's own human resources consist of:

- **Senior Consultants** (four)
- **Junior Consultants** (eight)
- **Recruiters** (four)

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Selection

Telema has the ability to solve selection problems in complex situations by carrying out headhunting searches targeting professional profiles for top and middle management positions and "up and coming" graduate talents for lower level positions.

Each search is viewed as an "organisational process".
Therefore, the following priorities are concentrated upon:

- Analysis of context and corporate culture to achieve an understanding of problems and critical issues;
- Meeting with people directly involved in the selection process;
- Defining with the client the ideal candidate profile in terms of behaviour, knowledge, know-how, and overall managerial skills.

The head-hunting process allows us to recruit in a shorter period of time the most qualified candidates.

In special cases, and/or upon client's request, press or on-line recruiting site ads are published.

Business references are checked upon client's request and candidate's consent.

The head-hunting process focuses on executive and middle management as well as specific business skills such as store and retail managers, maintenance managers, supervisors, production supervisors and IT managers.

In some specific cases, such as sales outlet and/or call-center openings, mass recruitments can be arranged.

Person-to-person interviews are a key recruiting policy. Based upon client's needs, individual and group assessment methods and battery tests can be supplied or administered.

If necessary individual assessment models are implemented in order to make a final choice of candidates during development or replacement plans. Tests can be administered by clinical psychologists who work within companies, and who possess the utmost in professional standards. They will be able to achieve the best possible results in terms of assessment and counselling according to models by the Tavistock Institute and/or using the psychoanalytical approach.

Management Consulting

- Strategy:
 - ✓ Development, placing, new business, communication, assistance in mergers, in particular in the distribution sector.
- Organisation:
 - ✓ Analysis of the organisation processes and efficiency, restructuring and downsizing, development plans, job design, line and staff organisation, development of plans in the distribution and commercial sector.
- Management and development of Human Resources:
 - ✓ Implementation of skills models; performance and potential assessment systems; definition of hiring and career development programmes; definition of MBO plans and compensation and benefit politics.
 - ✓ Over the years, Board and Top Management as well as specific functional and business areas schemes have been developed for a number of major domestic and global organisations.

Human resource assistance service

Psychological services stem from both selection (mass selections for master courses access, opening of sales outlets and selection of young workers in manufacturing plants) and consulting work (situations of discomfort on the workplace, talents management, consulting at work). All the above prompted us to develop sophisticated methodologies for targeted actions, such as:

- ONE-TO-ONE ASSESSMENT
- GROUP ASSESSMENT
- COUNSELLING
- COACHING

Candidates are assessed through a choice of "ad-hoc" instruments, taking into consideration their cultural background and know-how, their present and prospect positions as well as the targets of the assessment process. We work with professional psychologists versed in both corporate and clinical environments who, based upon specific needs, choose the most suitable approach (dynamic, systemic, cognitive), to provide useful and important indications to support our Client's decision-making process.

Together with selection and consulting, a number of training schemes "ad hoc" have been devised in the distribution and fashion industries as well as creating a "Master in Marketing and Textiles Distribution and Clothing" for ICE in Roma, "Master in Sales Assistants in the Fashion Industry" for IFOR Università Bocconi and a "Master in Distribution Marketing" for Confcommercio in Milano.

On top of this, on request we can provide in **outsourcing** all the services which are required by a Human Resource Department such as industrial relation, litigation or compensation & benefits management. We define along with the client the services required and the related costs.

Clients

Telema and it's partners are working or have worked together with clients in the following areas:

Fashion and Luxury Goods (Retail and Manufacturing)
Manufacturing (Automotive/Components/Rubber/Tyres/Ironworks)
Distribution (Food and Specialized)
Mass Consumer Durable Goods
Facilities Management/Real Estate/
Building/Construction
Fast Moving Goods
Insurance/Banking
Chemical/Pharmaceutical
Editorial/Information
Information Technology Communication
Consultancy/Professional Studies