

Company Profile



We have been working in the **TRAINING** and **CONSULTING** field for **BANKS, FINANCIAL INSTITUTIONS, BUSINESS** and **PUBLIC ADMINISTRATION** for over 25 years .

Our **MISSION** is to guide management towards **INNOVATION** and **DEVELOPMENT**.



Business Unit



Operates in the field of **training and consulting for banks and financial institutions**, furthermore, it organizes **post graduate Master's and Executive Master's programs** in banking.



SCUDO
Consulting & Training

Works in the field of **training and consulting for business**



Operates in the field of **training and consulting for public administration and local authorities**.

2 AREAS OF INTERVENTION

- CONSULTING
- IN HOUSE TRAINING



FINANCIAL SERVICES SECTOR

Clear analysis, competitive solutions, rapid results.

By sharing objectives and dedicating qualified professional resources to each project, ISB's goal is to add the contribution of its activity to the fruits of the company's work in order to obtain tangible results in the short term.

1. Consulting
2. In house training
3. Team coaching



1. CONSULTING/AREAS OF INTERVENTION

Controls

Credit check up

Organization of human resources

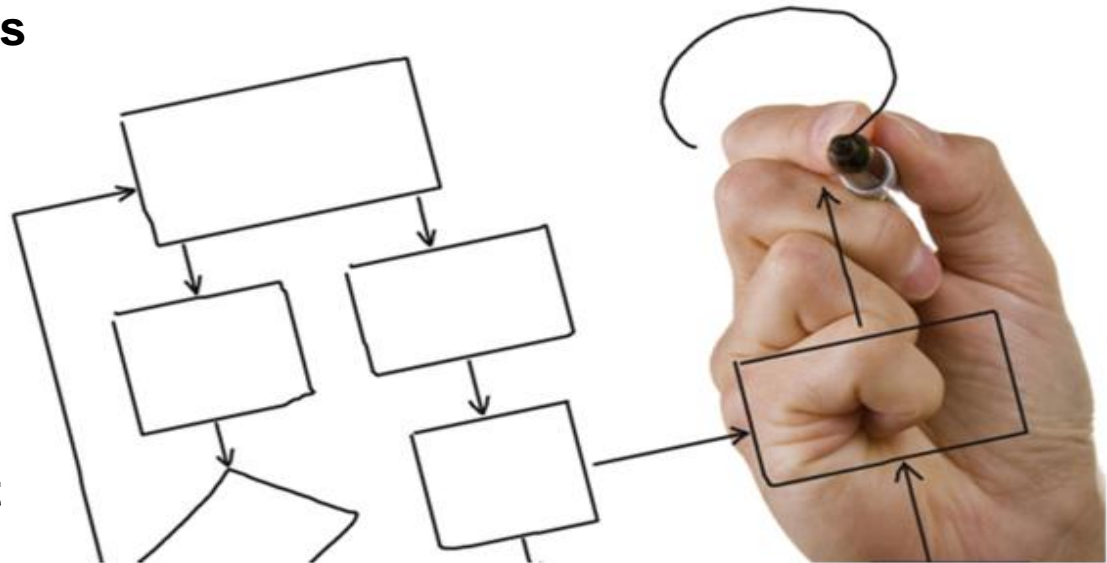
- Organizational models
- Mood and motivation analysis
- Assessment
- Competence analysis

Market relations

Top Management assistance

Assistance in the use of Joint Interprofessional funds

Cost reduction



2. IN HOUSE TRAINING

CUSTOMIZED SOLUTIONS
for **SPECIFIC REQUIREMENTS.**

EXCLUSIVE PROJECTS
INVOLVING the entire
ORGANIZATION
or **SINGLE ELEMENTS.**

FOCALIZATION ON BUSINESS,
ON PROFESSIONAL AND MANAGERIAL
COMPETENCES, ON INTERNAL AND
SECTOR-BASED BEST PRACTICE.



2. IN HOUSE TRAINING/**AREAS OF INTERVENTION**

- **Communication**
- **Finance**
- **Trainer training**
- **Marketing**
- **Project Management**
- **Human resources and Work**
- **Commercial development**
- **Managerial development**
- **Personnel development**
- **Sales techniques**

2.IN HOUSE TRAINING/COURSES

COMMUNICATION

- Communicating effectively
- Assertive communication
- Non-verbal communication
- Written and email communication
- Active listening
- Speaking in public
- Presenting effectively
- Effective meetings and interviews
- NLP

2.IN HOUSE TRAINING/COURSES

BUSINESS EDUCATION

- Operators' most frequent requirements and risks: the services and products offered to clients working with foreign countries
- The sale of “foreign products”

2.IN HOUSE TRAINING/COURSES

FINANCE

- Basic course in Finance and Communication
- Macroeconomic and Time Series analysis: GDP, unemployment, inflation and interest rates
- Financial markets and instruments: How and which financial instruments to choose to satisfy the client's needs.
- Bond investment assessment: technical and practical in-depth bond investment analysis
- Behavioural finance: handling the client's emotionality so as not to commit systematic errors during moments of stress on the financial markets
- How to approach private customers and which instruments to use: the components of the process of verbal and non-verbal communication in gathering information from the client

2.IN HOUSE TRAINING/COURSES

FINANCE

- Asset Allocation and the different types of Asset Class: which Asset Allocation to use for different risk profiles, how to actively re-balance in the short and middle term
- The real estate market: how to share real estate investment diversification with the client; how to help young people about to buy their first house; how to obtain information through the analysis of property assets
- Investment Management

2.IN HOUSE TRAINING/COURSES

MARKETING

- Introduction to bank marketing: the basic competences
- Operative marketing and safeguarding the local market
- Clientele evolution and new bank marketing: from customer satisfaction to customer experience

2.IN HOUSE TRAINING/COURSES

PROJECT MANAGEMENT

- Basic, intermediate and advanced course
- Basic and advanced Microsoft Project
- Project duration management
- Project costs management
- Integrated duration and costs management
- Project quality management
- Human resources and communication management
- Project risk management
- *Project procurement management*
- Project management methods
- Preparation for Project Management Professional certification

2. IN HOUSE TRAINING/COURSES

HUMAN RESOURCES AND WORK

- Contract forms and job flexibility
- Personnel management
- Labour law and relations with the trade unions within the company
- Trade union negotiations
- Human resources planning and the personnel budget
- Personnel sourcing and selection
- Evaluation and assessment
- Personnel development
- Training/ Financing training/ Trainer training
- Diversity management
- Safety: health and safety in the workplace

2.IN HOUSE TRAINING/COURSES

COMMERCIAL DEVELOPMENT

- Sales and communication techniques (distinct according to role)
- Sales techniques and purchase psychology
- Sales promotion
- Being assertive when selling
- Identifying and improving one's own selling style
- Negotiation during sale
- Sales network management
- Planning and organization in the selling activity
- Sales assistants' performance assessment
- Sales programme structure
- Communicating with the client by phone
- Relating effectively through NLP

2.IN HOUSE TRAINING/COURSES

MANAGERIAL DEVELOPMENT

- The basics of management / Management skills
- Developing one's own managerial capacities
- Co-worker management
- Assigning objectives
- Knowing how to delegate
- The manager coach: training and motivating a team
- Change management
- Role development: becoming a leader
- Return on person: exercising one's personal power and guiding colleagues towards sharing and achieving business objectives

2.IN HOUSE TRAINING/COURSES

PERSONNEL DEVELOPMENT

- Effective listening
- Self-esteem and self empowerment
- Individual change
- How to achieve results and be proactive
- Creativity and development of potential
- Deciding under pressure
- Operative excellence
- Handling conflicts and criticism
- Handling emotions
- Handling stress
- Emotional intelligence
- Problem solving e creativity

2.IN HOUSE TRAINING/COURSES

PERSONNEL DEVELOPMENT

- Problem solving and decision making
- Relations between the individual and the group
- Negotiation techniques
- Time management
- Dealing with all kinds of people

3. TEAM COACHING

Rapidly achieving tangible results .

1. Principal benefits for companies:

Obtaining an improvement in the performance of key figures in a short time; increasing their motivation; handling internal and external changes as well as possible; developing creativity; fostering a positive and constructive work atmosphere.

2. Principal benefits for people:

Acquiring greater awareness of their areas of improvement and greater confidence in themselves and their own capacities; fortifying their strong points; acquiring greater capacity in problem solving and decision making; greater inclination for action; a better quality of personal and professional life.

Some of our bank clients:



BANCA PASSADORE & C
BANCA PRIVATA INDIPENDENTE



Posteitaliane



Banco di Desio e della Brianza



Some of our Business Clients:

A.S.A.S., Acam, Accenture, Acque Industriali, Acque Toscane, Adacta Studio, Albacom, Alcan Alluminio, Alcoa, Alga, Arredofrigo, Asa Dental, Baker Hughes, Banca Antonveneta, Banca di Bologna, Banca Mediolanum, Banca Popolare del Commercio e dell'Industria, Banco di Sardegna, Barilla, Bertazzoni, Bianchi Dino, Biomerieux, Blumet, Byte Software House, C.V.S. Service, Calp, Calzavara, Campana Consulting, CAP Gemini Ernst Young Italia, Carditex, Carpi Edilizia, Carraro, Cartiere Etruria, Cassa di Risparmio di Firenze, Cassa di Risparmio di Venezia, Cavotec Specimas, Ceccato Aria Compressa, Cementerie Aldo Barbetti, Centro Azzurro, Cepu, Cerit - Centro Riscossione Tributi, Chiesi Farmaceutici, Clara, Coccinelle, Colussi Perugia, Conf.Arc.C., Confartigianato Macerata, Confindustria Toscana, Consorzio Romagna Energia, Coop Estense, Cooperativa Ceramica di Imola, Costacurta, Crif, CSC Itali, CTP, Dab Pumps, Elettrolitica Del Basso Nera, Eli Lilly Italia, Elica, Enel, Engel Hard, Europa Metalli, Eurovinil, Farmigea, Fatro, Fedex, Fedrigoni Cartiere, Ferrari, Ferretti Casa, Ferrucci Orlando, Formarche, Fort Dodge Animal Health, Fox Mark, Gam, General Electric, Giorgio Fagiani, Graniti Fiandre, Granucci, Grs, Gt.Line, Heineken Italia, Hugo Boss Shoes E Accessories Italia, I.C.S.I.M., Ilsa Srl, Imer International, IMG, Industrie Cotto Possagno, Inforservice, Intercosmo, Ipersidis, Ismea, Istituto Universitario di Architettura di Venezia, Italkali, Italmatch Chemicals, Jonser, KPMG Advisory Services, Lanificio Tessil Club, M&G, Maimex, Margotta, Martini Vega, Menarini, Mirmidon, Mondial, Monte Titoli, Omnia Card Systems, Paradigma, Pelacci, Pescanova Italia, PF Consulting, Pfizer, Pneus Acqui, Poste Italiane, Price Waterhouse Coopers, Q.S.I., RAI Radio Televisione Italiana, eckitt Benckiser Italia, Regione Toscana, Regione Umbria, Rosen Rosignano Energia, S.E.A., Scibo, Scuola Radio Elettra, SDA Bocconi, Socib, Sogo, Sport Timing System, Supernova, Team Consulting, Tecnologie Sanitarie, Terme di Saturnia, Thuega Italia, Torno Internazionale, Uniconsult, Unifive, Università degli Studi di Pavia, Università IUAV di Venezia, V. Besana, V.M. Motori, Visart, Viva, Whitehead Alenia, Yoox, Zonin.

Some of our Business Partners

Accenture, Adecco, Aeroporti di Roma, Alitalia, American Express, Angelini, AnsaldoBreda, Auchan, Autogrill, Barilla, Baxter, Boscolo, Buffetti, Centrale del latte Mukky, Cesare Fiorucci, Ciba Farmaceutica, Colussi, Computer Discount, Consorzio del Chianti Classico, Costa Crociere, CTS, Culligan, Data Logic, Deborah, Decathlon, De Cecco, Diadora, Invicta, Ducati Motors, Echo, CAP Gemini Consultants, Fabbri 1906, Ferragamo, Ferrari, Fiorucci, Fujitsu, Siemens General Electric, Giorgio Armani, Giunti Edizioni, Granarolo, Gruppo Coin, Gruppo, PAM, Holiday, Inn, Honda, IBM, Ikea, Kedrion, Klaus Davi, Lamborghini, Leroy-Merlin, Man Power, Margotta, Maserati, Menarini, Monrif - Il Resto del Carlino, Nestlè, Nike, Nuovo Pignone, Oracle, Panini, Pfizer Piaggio, Porsche Italia, Poste Italiane, Procter & Gamble, Rai Radio Televisione Italiana, Regione Emilia Romagna, Regione Lazio, Regione Toscana, Rinascente, Safilo, Saint Gobain, Salov, Salvatore Ferragamo Italia, Seat Pagine Gialle, Sheraton Hotels & Conference Centre, Technogym Group, Tim, Toyota, Trenitalia, UNA Hotel & Conference Center, Unicoop, Vodafone, Volare Group, Volvo Auto Italia.

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