

CRISTINA BALLOI

Scientific, Professional and Educational Curriculum Vitae

EDUCATION

- 2015-2019 **Ph.D in Social Sciences** (Curriculum Education), University of Verona (IT).
Dissertation title: *Intercultural Comptence in Diversity Management*.
Graded: *summa cum laude* - excellent.
- 2011-2012 **First Level Master's degree in Intercultural Competences and Education for Social Integration**, Università Cattolica del Sacro Cuore – Milan (IT).
- 2009-2011 **Master's degree in Pedagogical Science**, Università Cattolica del Sacro Cuore – Milan (IT).
Graded: 110/110 *cum laude* - 1st, First class honours.
- 2000-2004 **Bachelor's degree in Communications**, IULM University – Milan (IT).
Graded: 96/110 - 2:2, Second class honours, lower division.

NATIONAL SCIENTIFIC HABILITATION

- 2023 II Category Habilitation 11/D1 PEDAGOGY AND HISTORY OF PEDAGOGY
From: 20/11/2023 to 20/11/2034

ACADEMIC POSITIONS

- May 2024 - present Researcher at University of Verona (IT), Department of Human Sciences, Centre for Intercultural Studies.
- December 2021 - April 2024 Researcher at Università Cattolica del Sacro Cuore, Milan (IT), Faculty of Primary Education, Department of Pedagogy, Intercultural Relations Research Center.
- September 2020 - August 2021 Research Fellow at University of Verona (IT), Centre for Intercultural Studies.

September 2019 - August 2020 Research Fellow at Università Cattolica del Sacro Cuore, Milan (IT), Intercultural Relations Research Center.

MANAGEMENT, COORDINATION AND PARTICIPATION IN NATIONAL AND INTERNATIONAL RESEARCH PROJECTS

January 2024 - present **Project Leader**
Dialoguing@arts - Advancing Cultural Literacy for Social Inclusion through Dialogical Arts Education (dArts).
 European grant “Horizon Europe 21-27”. End by June 2027.
 University of Verona, Centre for Intercultural Studies.

January 2020 - June 2023 **Project Leader and Scientific Director**
Wish-Mi, Wellbeing integrated System of Milan
 4th Urban Innovative Actions grant: 2020-23 UIA.
 Università Cattolica del Sacro Cuore – Milan, Intercultural Relations Research Center.

2020 - March 2023 **Project Manager**
REASON - REAct in the Struggle against ONline hate speech.
 European grant “Rights Equality and Citizenship Programme CERV”.
 Università Cattolica del Sacro Cuore – Milan, Intercultural Relations Research Center.

TEACHING EXPERIENCE

2024-2025 **Assistant Professor**
General Pedagogy
 University of Verona (IT)

2023-2024 **Assistant Professor**
Intercultural and Social Education (with workshop).
 Università Cattolica del Sacro Cuore, Milan (IT).

2023-2024 **Assistant Professor**
Life-cycle Pedagogy
 Università Cattolica del Sacro Cuore, Milan (IT).

2022-2023 **Assistant Professor**
Pedagogia della comunità educante
 Università Cattolica del Sacro Cuore, Milan (IT).

2022-2023 **Assistant Professor**
Life-cycle Pedagogy
 Università Cattolica del Sacro Cuore, Milan (IT).

2021-2022	Assistant Professor <i>Life-cycle Pedagogy</i> Università Cattolica del Sacro Cuore, Milan (IT).
2020-2021	Assistant Professor <i>Intercultural and Social Education (with workshop).</i> Università Cattolica del Sacro Cuore, Milan (IT).
2019-2021	Assistant Professor <i>Intercultural and Social Pedagogy (with workshop).</i> Università Cattolica del Sacro Cuore, Milan (IT).
2018-2019	Lab Lecturer <i>Intercultural and Social Education Workshop</i> (1°- 2°- 3° and 4° edition – 22 hours contract each). Full Professor: Milena Santerini. Università Cattolica del Sacro Cuore, Milan (IT).
2017-2018	Teaching Assistant and supplementary teaching activity (54 hours) <i>Intercultural Education Methods.</i> Full Professor: Agostino Portera. University of Verona (IT).
2016-2017	Teaching Assistant and supplementary teaching activity (33 hours) <i>General Pedagogy.</i> Full Professor: Agostino Portera. University of Verona (IT).
2015/2016	Teaching Assistant and supplementary teaching activity (33 hours) <i>General Pedagogy.</i> Full Professor: Agostino Portera. University of Verona (IT).

RESEARCH AND TEACHING EXPERIENCE IN QUALIFIED/CERTIFIED ITALIAN AND FOREIGN INSTITUTIONS

2021	Training course for coordinators and social workers in municipality of Naples (IT) on educational projects for unaccompanied foreign minor. Istituto degli Innocenti, Florence (IT).
2018-2019	Teacher - training and supervision for good practices development. Ispettorica-Sesto circondario Canton of Ticino (CH), Intercultural Relations Research Center, Università Cattolica del Sacro Cuore, Milan (IT).

2017-2018	Organisational coordinator/Training course «Didattica inclusiva» research training program. Scientific Supervisor: Professor Milena Santerini. Partnership between Università Cattolica del Sacro Cuore, Milan (IT) and University of Milano-Bicocca, Milan (IT).
2016-2018	Biannual qualitative research - Doctorate's dissertation project <i>Intercultural Competence within corporate Diversity Management, with the involvement of three companies in Northern Italy.</i> Università of Verona (IT).
2016-2017	Training course «Didattica inclusiva» research training program. Scientific Supervisor: Professor Milena Santerini. Partnership between Università Cattolica del Sacro Cuore, Milan (IT) and University of Milano-Bicocca, Milan (IT).

OTHER PARTICIPATION (MANAGEMENT, COORDINATION AND SUPERVISION) IN RESEARCH UNITS

September 2015 - November 2021	Member of research unit «The value of educational action: creative and innovative forms of sustainability and storytelling» (Commissioned by Diapason s.c.s onlus, Milan). Ended in 2021. Università Cattolica del Sacro Cuore – Milan, Intercultural Relations Research Center
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Member of research unit
«Innovating the management system of educational services: development of the internal model of pedagogical supervision» (Commissioned by Koiné s.c.s, Novate Milanese). Ended in December 2021.
Università Cattolica del Sacro Cuore – Milan, Intercultural Relations Research Center.

Coordinator of the research project
«Organizational cultures, diversity management, and intercultural approach to consulting» (Commissioned by Theorema s.r.l., Legano).
Scientific Supervisor: Prof. Silvio Premoli. September 2019 – August 2020.
Università Cattolica del Sacro Cuore – Milan, Intercultural Relations Research Center

Coordinator of the research project
«Diversity in workplaces. Procedure of innovative practices for enhancing diversity management » (Commissioned by Genera s.c.s onlus, Milan)
Scientific Supervisor: Prof. Silvio Premoli. May 2018 – April 2019.
Università Cattolica del Sacro Cuore – Milan, Intercultural Relations Research Center

Member of research Unit

«Immigration and integration. Multiethnic society and the protection of human dignity» funded by Ateneo D.3.2

Scientific Supervisor: Prof. Stefano Solimano. Università Cattolica del Sacro Cuore – Milan, Intercultural Relations Research Center

2019-2021

Member of research Unit

European grant Erasmus+ Key Action 2 Strategic Partnerships Mapping Teacher Training in Europe (MATT).

Scientific supervisor prof. Agostino Portera. University of Verona.

Partners: Akdeniz University, Antalya, Turchia; VisMedNet Association, Malta; Management, Accounting.

2017-2018

Research project manager

Research on the evaluation of foreign workers' linguistic competences L2 in the field of occupational safety.

Commissioned by: Acciaierie Verona-gruppo Pittini

Centre for Intercultural Studies, University of Verona (IT).

2015-2017

Research Team Member

Educational Achievement, Social Inclusion and Cohesion, PRIN - Research Project of National Interest. Research units involved: University of Roma Tre (national coordinator); University of Turin, IT; University of Bologna, IT; University of Roma "La Sapienza", IT; University of Foggia, IT; University of Palermo, IT

Scientific Supervisor: Prof. Agostino Portera

University of Verona.

PARTICIPATION IN NATIONAL AND INTERNATIONAL CONFERENCES OR SEMINARS

March 2024 (Speaker) «Religious diversity in Italian work environments. A qualitative research that explores Human Resource Managers training needs in Italian companies» (as co-author) and «Gender equality education, and teachers training. A quantitative research in Italian Primary Schools» presented at IAIE International Conference: «IAIE International Conference 2024 Diversity, Equity, Inclusion and Belonging in Education to Transform Society».

February 2023 (Speaker) «Gestire la diversità nella pratica sportiva universitaria. Una ricerca esplorativa per indagare la prospettiva delle allenatrici e degli allenatori», at SIPED (Bologna) National conference: «Sistemi educativi, Orientamento, Lavoro».

October 2022 (Speaker) «Managing Diversity in College Sports Practice. A Quantitative Research to Explore Coaches' perspective» at IAIE International Conference: «IAIE International Conference 2022 Intercultural Education on the Move: Facing Old and New Challenges».

October 2022	Chair for the inclusive Education panel at IAIE International Conference 2022: «Intercultural Education on the Move: Facing Old and New Challenges».
May 2022	(Speaker) «La sperimentazione della supervisione pedagogica. La comunità di pratiche: aspetti metodologici» at «Innovare il sistema di gestione dei servizi educativi. Una ricerca azione per lo sviluppo di un modello di supervisione pedagogica nella cooperativa Koiné» conference, organised by Intercultural Relations Research Center in collaboration with Cooperativa Sociale Koiné.
November 2021	(Speaker) National seminar «Minori non accompagnati in Italia. Relazioni interculturali e tutela volontaria», organised by Intercultural Relations Research Center, Università Cattolica del Sacro Cuore, Milan.
June 2021	«Unaccompanied Foreign Minors and the new role of Voluntary Guardians: A Quantitative Research in the Italian System to Explore the Intercultural Training Needs», presented with co-authors Milena Santerini e Stefano Pasta at IAIE (International Association for Intercultural Education) conference: «Intercultural Education in an age of Information and Disinformation».
June 2021	(Invited speaker) National seminar «La diversità nei luoghi di lavoro. Modelli, approcci e competenza pedagogica interculturale per il Diversity Management» seminar, organised by University of Bari (Intercultural Pedagogy Lab) and University of Verona (Centre for Intercultural Studies).
March 2021	(Speaker) «La diversità nei luoghi di lavoro e la prospettiva della pedagogia interculturale», presented at «Pedagogia generale e sociale: la parola ai giovani ricercatori» national conference, University of Sassari.
November 2019	(Speaker) « <i>Intercultural educational approach in Diversity Management within Early Childhood Education and Care (ECEC) field. Action-Research to develop a procedure to effectively manage diversity in work environments</i> » and « <i>Diversity Management of Companies. An Intercultural Competence Model to Manage Diversity in Work Environments</i> » presented at IAIE (International Association for Intercultural Education) conference: «Another brick in the wall: rethinking education». Amsterdam (NL).
July 2019	(Speaker) «Intercultural Competence in the Diversity Management of Companies. A Qualitative Research in Italian Firms» presented at biennial IAIR (International Academy for Intercultural Research) conference: «Advancing Intercultural Research and Dialogue: Crossing Boundaries and Building Bridges». Shanghai International Studies University, Shanghai.
November 2018	(Speaker) «L'accoglienza mamma-bambini nei servizi del child and family welfare. Supporto genitoriale, tutela dei minori e pratiche educative», presented at Centro di Aiuto alla Vita Ambrosiano, Milan (IT) conference: «Una rete di relazione, un progetto educativo e di sostegno alle madri che guardano a una vita nuova».

July 2017 (Poster presentation) «Intercultural Competences in Diversity Management in Companies. Qualitative research in Italian branches of large and multinational corporates» Poster, presented at biennial IAIR (International Academy for Intercultural Research) conference: «Applying Research to improve Intercultural Relations». International Academy of Intercultural Research, New York, State Island College.

Scientific and Academic associations

2021 - present Member of IAIE (International Association for Intercultural Education)

2021 present - Member of SIPED (Società Italiana di Pedagogia)

Honors and Awards

2018 Grant for participation in an international conference: «Diversity Perspective on Management: Towards more complex conceptualizations of diversity in management studies». Journal of Management Studies, Babson College, Boston.

PARTICIPATION IN CONFERENCE ORGANIZING COMMITTEES

2021 Supervisor of the organizing committee for the webinar of presentation of the book: «La diversità nei luoghi di lavoro. Modelli, approcci e competenza pedagogica interculturale per il Diversity Management - Diversity in the workplace. Models, approaches and intercultural pedagogical competence for Diversity Management». Centre for Intercultural Studies, University of Verona (IT).

2019 Member of the organizing committee for «Intercultural Mediation in Health, Social Service and Education Programs» seminar. Centre for Intercultural Studies, University of Verona (IT).

2018 Member of the organizing committee for «Mass Media e Immigrazione in Italia» international conference. Centre for Intercultural Studies, University of Verona (IT).

2018 Member of the organizing committee for the conference: «Migration, Displacement and Education. Building Bridges not Walls» Intercultural Relations Research Center, Università Cattolica del Sacro Cuore, Milan (IT).

2018 Member of the organizing committee for «Il Nemico Innocente. L'incitamento all'odio nell'Europa Contemporanea» conference.

Intercultural Relations Research Center, Università Cattolica del Sacro Cuore, Milan (IT).

OTHER ACTIVITIES

- 2015-2021 Coach, Consultant, Education Supervisor for companies (private, no profit and public).
- 2013-2016 Coordinator of community home for women with children. Nocetum Società Cooperativa Sociale, Milan (IT).
- 2005-2015 Coordinator of Personal Educational Services Spazio Neutro, Comunità residenziale per adolescenti; La Grande Casa s.c.s onlus, Sesto San Giovanni (IT); Pianeta Azzurro Cooperativa Sociale, Corsico (IT).

PUBLICATIONS

BOOKS

- 2021 Balloi C., *La diversità nei luoghi di lavoro. Modelli, approcci e competenza pedagogica interculturale per il Diversity Management*. Milano: FrancoAngeli. ISBN 9788835102526.
http://ojs.francoangeli.it/_omp/index.php/oa/catalog/book/621
English translation title: Diversity in the workplace. Models, approaches and intercultural pedagogical competence for Diversity Management.

EDITED BOOKS

- 2021 Balloi C, Crespi D., Premoli S. (a cura di), *Prendersi cura delle persone e dell'azienda. La consulenza organizzativa tra identità, cultura e apprendimento*. Milano: FrancoAngeli. ISBN 9788835119678
English translation title: Taking care of workers. The organisational consultancy between identity, culture and learning.

BOOK CHAPTERS

- 2023 Balloi C., Linguistic and intercultural mediation: reflection perspectives, in Cairo M., Carruba C. (ed.), *Best practices of mediated education and teaching. Reflection between theory and experience*. Milano: Educatt. ISBN 9791255350897.
- 2023 Balloi C., La ricerca qualitativa sul servizio di educativa domiciliare, in Nastasi V., Salvadori EMF. (ed.), *Educativa domiciliare. Strumenti e pratiche di progettazione individualizzata con le famiglie*. Molfetta: Edizioni la Meridiana. ISBN 9788861539372.

English translation title: “Qualitative research on the home education service”, in *Domestic education. Individualised planning tools and practices with families*.

- 2022 Balloi C., Lo spogliatoio. Sport e prospettiva interculturale: diversità, intercultura, e competenze interculturali, in Premoli S. (ed.), *Pedagogia a bordo campo. Manuale di pedagogia generale per le Scienze Motorie e dello Sport*. Lecce: PensaMedia. ISBN 9788867609413.
English translation title: The locker room. Sport and intercultural perspective: diversity, interculturality, and intercultural competence, in *Pedagogy on the sidelines. General pedagogy handbook for Sport and Motor Sciences*.
- 2021 Balloi C., L’investimento di Theorema s.r.l. in ricerca e sviluppo: verso un modello innovativo di consulenza aziendale, in Balloi C., Crespi D., Premoli S. (a cura di), *Prendersi cura delle persone e dell’azienda. La consulenza organizzativa tra identità, cultura e apprendimento*. Milano: FrancoAngeli. ISBN 9788835119678.
English translation title: “Theorema s.r.l.’s investment in research and development: towards an innovative model of company consultancy”, in *Taking care of workers. The organisational consultancy between identity, culture and learning*.
- 2021 Balloi C., L’identità e la cultura organizzativa, in Balloi C., Crespi D., Premoli S. (a cura di), *Prendersi cura delle persone e dell’azienda. La consulenza organizzativa tra identità, cultura e apprendimento*. Milano: FrancoAngeli. ISBN 9788835119678.
English translation title: “Identity and organisational culture”, in *Taking care of workers. The organisational consultancy between identity, culture and learning*.
- 2021 Balloi C., La diversità nei luoghi di lavoro, Balloi C., Crespi D., Premoli S. (a cura di), *Prendersi cura delle persone e dell’azienda. La consulenza organizzativa tra identità, cultura e apprendimento*. Milano: FrancoAngeli. ISBN 9788835119678.
English translation title: “Diversity in the workplace”, in *Taking care of workers. The organisational consultancy between identity, culture and learning*.
- 2021 Balloi C., Crespi D., Premoli S., Introduzione, in Balloi C., Crespi D., Premoli S. (a cura di), *Prendersi cura delle persone e dell’azienda. La consulenza organizzativa tra identità, cultura e apprendimento*. Milano: FrancoAngeli. Personal contribution percentage: 33%. ISBN 9788835119678.
English translation title: “Introduction”, in *Taking care of workers. The organisational consultancy between identity, culture and learning*.

ARTICLES

Scientific Journal

2023 Balloi C., Including minorities in education: from access to the perspective of participation in decision-making processes. Reflections and challenges, in *Educazione Interculturale*, vol. 21, pp. 85-99. ISSN: 2420-8175.

2023 Pasta S., Balloi C., Dodi E., Maggi U., Premoli S., Santerini M., Reggio P., Competenze interculturali nel lavoro di accoglienza con rifugiati e richiedenti asilo, in *Pedagogia delle Differenze*, pp. 95-115. ISSN: 2785-6895.
English translation title: Intercultural competences in reception work with refugees and asylum seekers.

Class A Journal

2021 Portera A., Milani M., Balloi C., Teachers' Intercultural Competences. New Scenarios and Perspectives to Develop Intercultural Professionalism, in *Pedagogia e Vita*, 3, pp. 152-159.

2021 Balloi C., Premoli S., L'inclusione della diversità in contesti lavorativi altamente conflittuali. Una ricerca-azione basata sull'approccio del diversity management nei servizi ECEC, in *Annali della Didattica e della Formazione Docente*, vol. 13, n. 21, pp. 215-234. ISSN 2038-1034.
Personal contribution percentage: 75%.
English translation title: The inclusion of diversity in highly conflicting work contexts. An action-research based on diversity management method in ECEC services.

2021 Balloi C., Superdiversity: una prospettiva per le nuove sfide della pedagogia interculturale, in *Ricerche Pedagogiche*, 218 (January-March, 2021), pp. 47-66. ISSN 1971-5706 (print)-ISSN 2611-2213 (online).
English translation title: Superdiversity: a point of view for new intercultural pedagogy challenges.

2020 Balloi C., Intercultural Competence in Diversity Management. A Qualitative Research on 3 Italian Companies, in *Pedagogia e Vita*, 3, sezione online. ISSN 0031-3777.

2020 Balloi C., Bassano N., Racconti pedagogici e riflessività. Narrazioni tra corresponsabilità e professionalità, in *Metis-Mondi educativi. Temi, indagini, suggestioni*, numero speciale. ISSN 2240-9580; ISBN 978-88-6194-470-1, pp. 78-89.
Personal contribution percentage: 50%.
English translation title: Pedagogical stories and reflectiveness: Stories between co-responsibility and professionalism.

2014 Premoli S., Balloi C., Crocevia profetico di incontro con l'altro: Nocetum come luogo attivo di accoglienza e luogo interculturale, in *Studium Educationis*, anno XV, 3, pp. 135-144. ISSN 1722-8395 (print)- ISSN 2035-844X (on line).

Personal contribution percentage: 50%.

English translation title: Prophetic meeting point with the other: Nocetum as a hospitality and intercultural place.

OTHER PUBLICATION – RESEARCH REPORT

2020 Santerini M., Pasta S, Balloi C., Minori stranieri non accompagnati: relazioni interculturali e tutela volontaria, in *Monitoraggio qualitativo sul sistema della tutela volontaria, Fondo Asilo, Migrazione e Integrazione (FAMI) 2014-2020*. OS2 Integrazione/Migrazione legale - ON3 Capacity Building. Monitoraggio della tutela volontaria per i minori stranieri non accompagnati ISBN 978-88- 944476-6-8.
English translation title: Unaccompanied foreign minors: intercultural relations volunteer guardianship.

PhD Dissertation

a.a. 2018/2019 Balloi C., *La Competenza Interculturale nel Diversity Management aziendale*, Verona: Università degli Studi di Verona, pp. 253.
English translation title: Intercultural Competence in Corporate Diversity Management.

LANGUAGE SKILLS

Mother Tongue

Italian

Other Languages

English

- Reading
- Writing
- Speaking

B2

B2

B2

French

- Reading
- Writing
- Speaking

A2

A2

A2

September, 2024.

Cristina Balloi

