

# **Formare e formarsi**

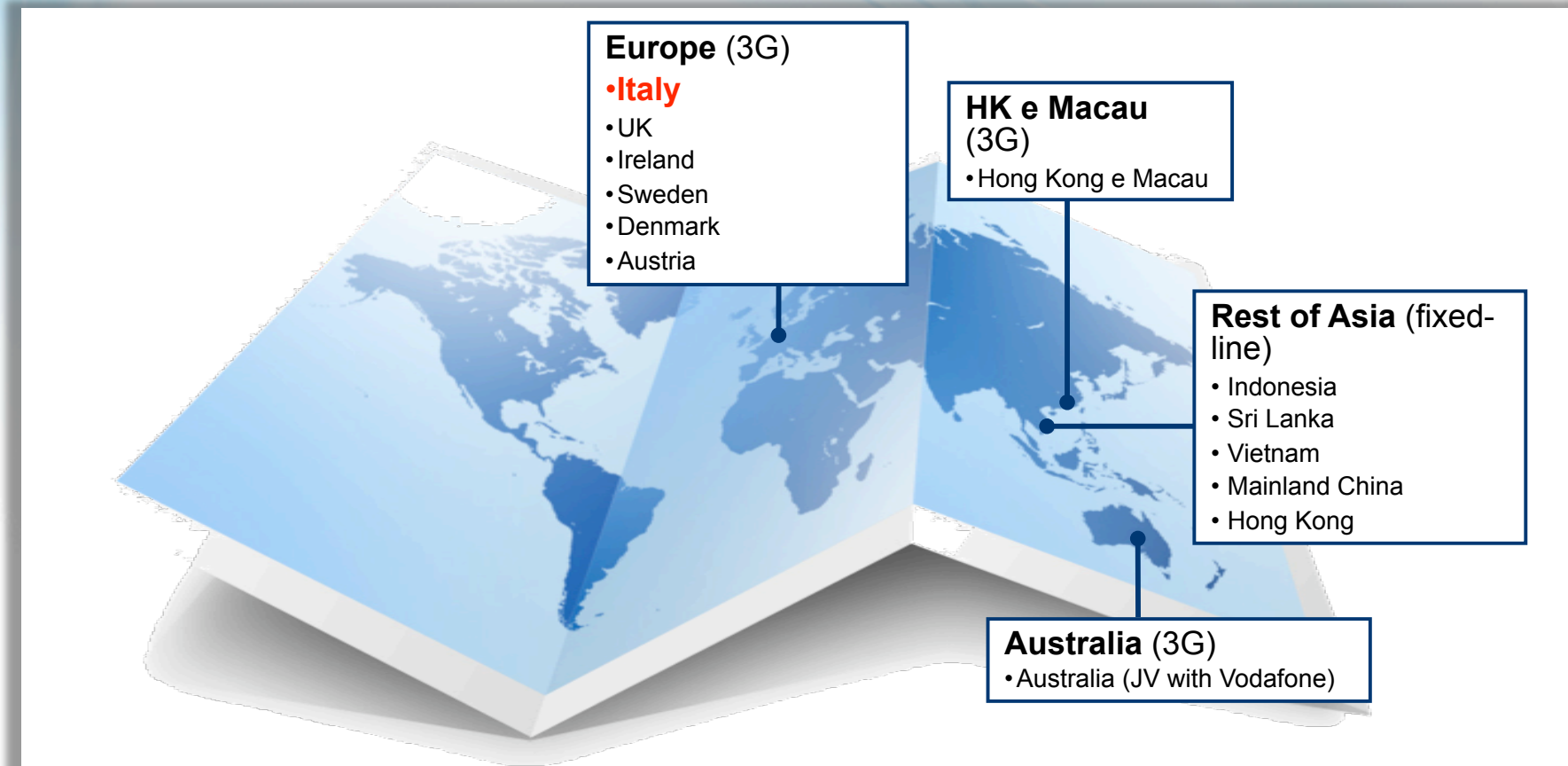
**«Creare conoscenza, diffondere best practice»**



**Tre.it**

# Hutchison Whampoa Limited

Leading global mobile telecommunications and data services operator and pioneer of mobile broadband technology. HWL operations comprise mobile, fixed-line, broadband and international connectivity services in 11 countries around the world.



3 Group Europe active customer base  
as of 31 December 2014: over 25 million

# 3Italia at a glance.

## Customers

- 10 million customers

## Network

- First to launch UMTS services (Worldwide: 2003)
- 97% population coverage with UMTS/HSPA+
- 47% population coverage with 4G-LTE

## People

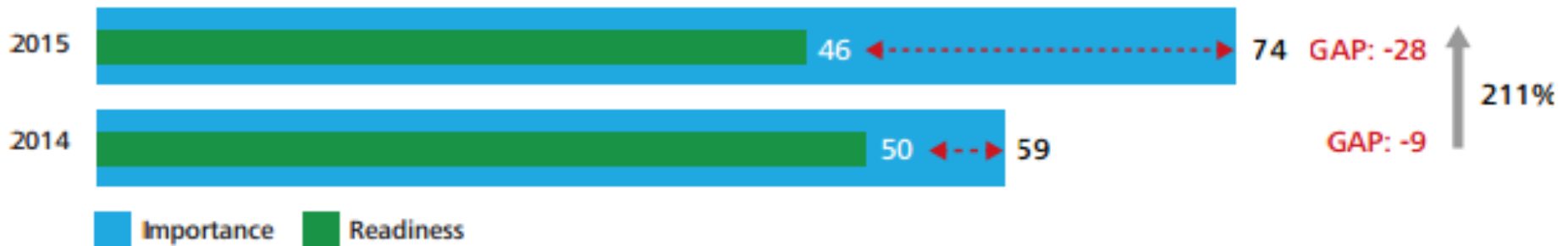
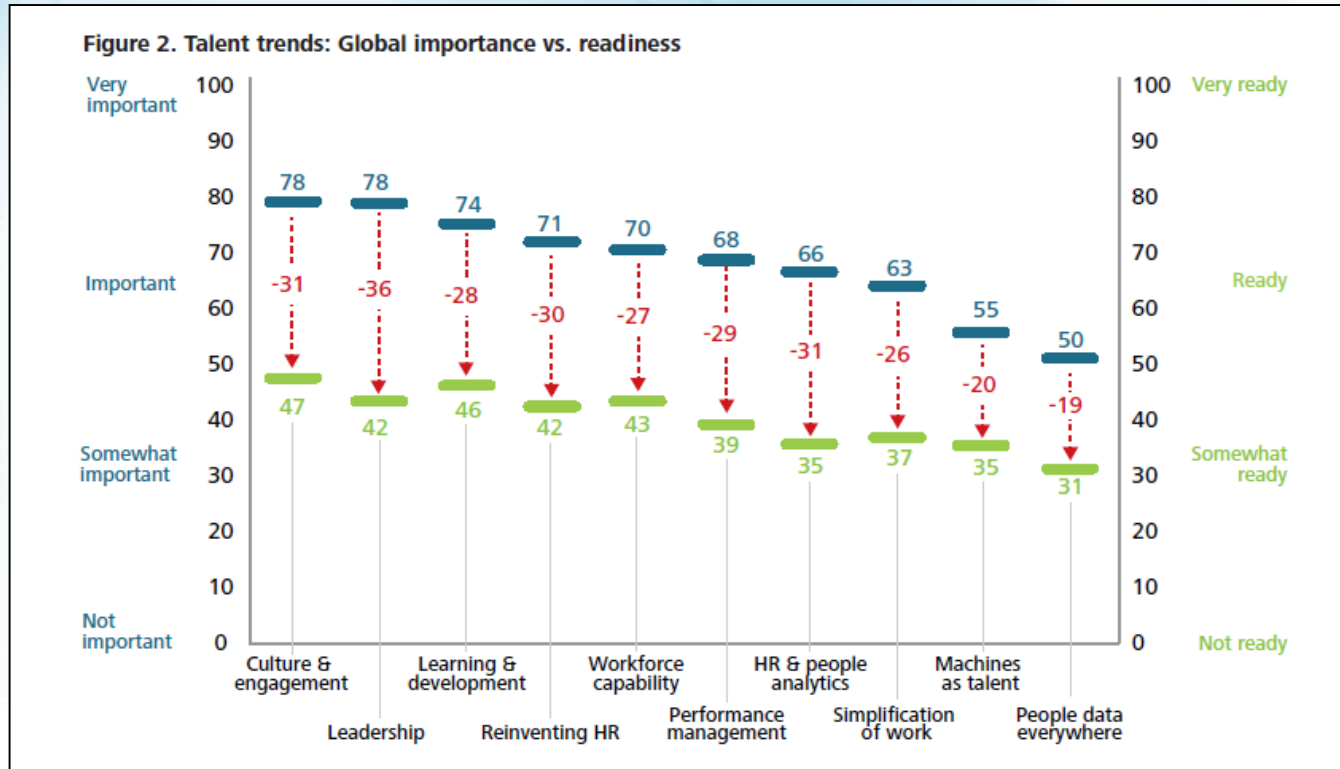
- ~ 2.700 employees
- ~ 8.000 people involved (suppliers & partners)



**Oggi siamo in grado di rispondere alle principali esigenze di apprendimento?**

# Come Hr risponde alle sfide...

Confronto 2014/2015 sul gap tra importanza e prontezza di risposta





# L'apprendimento è ....ovunque



What changes with ubiquitous access?

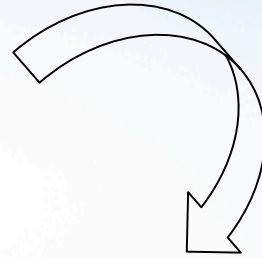
**L'apprendimento è....personale e autogestito**



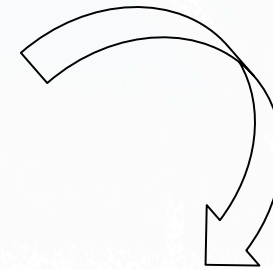


# Knowledge management

## *1. Intercettare le informazioni*



## *2. Creare la conoscenza*



## *3. Diffondere la conoscenza*



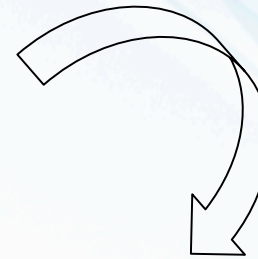
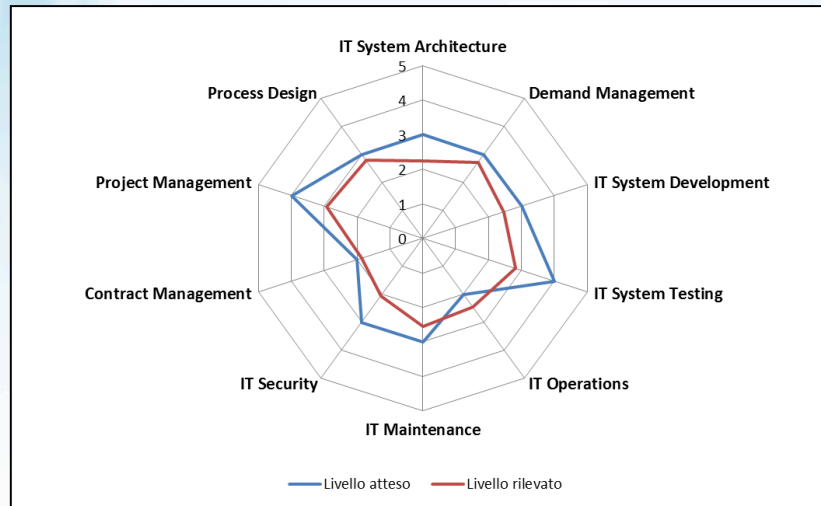


# **Library H3G**

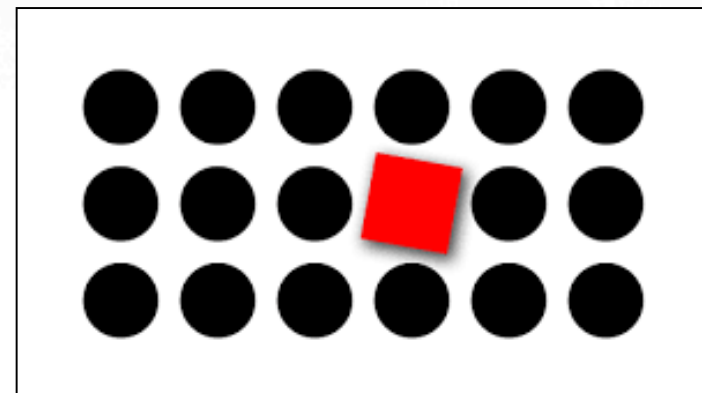
**«Un progetto di socializzazione della  
conoscenza»**

# 1. Intercettare le informazioni

## Framework di competenze



## Individuare Best Practice



## 2. Creare e diffondere conoscenza

### MODULI SUI PRINCIPALI PROCESSI

### TESTIMONIANZE INTERNE

#### E-LEARNING



Project management

Process design ....

Budgeting & reporting...

Negotiation & contract ..

Finance

Marketing

Sales

Business Case

#### STREAMING



Digital Trasformazione



## **Coinvolgimento del «Business» nella formazione**

***“Karen May, Google’s head of people operations, says that giving employees teaching roles makes learning a natural part of the way employees work together, rather than something HR is making them do”\****

**\* Deloitte Global Research 2015**