



RAS

ADMINISTRATIVE INSPECTORS TRAINING

TQHR

Via Ariberto 21 – 20123 Milan (Italy)

Phone: +39.02.58112940

Telefax: +39.02.96873110

www.tqhr.it

info@tqhr.it

In June 2007 TQHR was asked by the Ras Training Centre to design and hold a training day for 60 administrative inspectors of the Allianz Group. The workshop was meant to be part of a three-day programme dedicated to the briefing of the inspector looking forward to their role change to internal auditors.

After a first convention day held by the top management, TQHR engaged the workshop participants in a teamwork session entirely based on the Lego Serious Play organizational development methodology (for further information see www.triq.it/lspunit_eng/). The inspectors have been asked to build physical models representative of their role and of threats and opportunities linked to the change process. The result gave birth to a series of business landscapes aimed at providing a quick and thorough visual synthesis of the change process (as seen by the participants).

The morning of the third day was then dedicated to a confrontation session. Each single team has in fact had a chance to present its business landscape. This process has generated a lively debate, both on the horizontal (team to team) and vertical (team to top management) dimensions. The top management had in fact a chance to collect insights useful for the follow-up and for future initiatives dedicated to the internal auditors. TQHR has eventually closed the morning with a presentation providing feedback on the work done. A full report has eventually been produced right after the end of the workshop.

