



Lucia Monti

Open Innovation Program Coordinator, Design Thinking Coach, Service Designer and Chief of Happiness

Innovation Coach with a background in Service Design. I'm passionate about mental health, emotional intelligence and innovation. My job constantly consists in working with people and make people work together. I thrive on collaboration and find joy in designing solutions that positively impact others. I am enthusiastic about life and see design as not just a role but a unique way of thinking. Born in 1995, based in **Bologna**.

Work Experience

- **2021 - currently**
Almacube | Bologna, Italy
Program Coordinator and Innovation Coach
 - Coaching multidisciplinary teams of employees from corporates to foster innovation
 - Coordinating international design programs with universities from all over the world.
 - Researching and designing new methods, tools and approaches for Team Building, Dynamics for educators and facilitators
 - Leading Employee Experience projects
- **2019-2021**
Almacube | Bologna, Italy
Service Designer
Worked in multidisciplinary teams for Open Innovation programs: developed innovative products and services to answer big challenges given by corporates.
- **June 2021**
SMACE | Ferrara, Italy
Team Building Manager
Facilitator and designer for SMACE (Smart Working in Smart Places): guiding team building activities for companies.
- **September - November 2020**
PACO Design Collaborative
Design Thinking Tutor for kids
Teaching Design Thinking to young students to develop their creative thinking.
- **2018 - currently**
Newcastle University, LUM Bari, University of Bologna
Workshop Facilitator
Co-design and facilitation for workshops.
- **2017-2019**
Alpitour World
Turist entertainer
Entertained tourists from all over the world in Africa and Bahamas organizing activities, games and shows.
- **2019-currently**
Freelance painter and illustrator
Instagram creative corner: @lucimountains_art
- **2020**
Co-founder of Design Thinking for Mental Health
Rising community of researchers from service design and psychotherapy aiming to develop a new approach to psychotherapy process exploiting the Design thinking methods.

Phone Email

<https://luciamontides.wixsite.com/portfolio>

Education

Master of Science's Degree in **Advanced Service Design** 110/110L
University of Bologna

Bachelor Degree in **Industrial Design** 110/110
University of Ferrara

High school leaving qualif. in classical studies

Methodologies

- Design Thinking & Open Innovation
- Tech to Market, Tech Driven Innovation
- Emotional Intelligence, Soft Skills Development
- Team Building & Dynamics
- Employee Experience and Participatory Design
- Service Design tools for HR Design

Soft Skills

- Project planning
- Time management
- Problem solving
- Sense making
- Emotional Intelligence

Interests

- Illustration and painting
- Outdoor activities and sports
- Hip hop, afro, house, heels dance
- Feminism, environmentalism

Languages

Italian (mothertongue)

English (C1)

Spanish (B1)

Personal project in progress!
Facilitation Fire Starters: a set of activities to help coaches, trainers, and educators

NEW