

The experience of Chiara

I'm **Chiara** Pagnotti, I'm 34 and I work for Cattolica in the Organisation and Resources Department in the Talent&Reward Area. I was born and grew up in Rome and my motto is "you can always do better". This seemingly simple phrase embodies a great lesson that I was taught, one I try to apply a little of each day to everything I do.

1. How closely related was your course of studies to what you're doing now?

After a degree in Philosophy, one of my great passions, I followed a Master's in Human Resources. The decision to follow that path came from a great interest in the world of training and development. In relation to that, I believe that my course of studies helped me to understand how the untapped potential in each of us can be recognised and developed so that it also becomes a resource for others.

2. Which specific abilities have you implemented for your job?

Studying Philosophy often means dealing with apparently simple problems that pose complex questions. This means training the mind to analyse what's in front of it and finding new ways to deal with problems, or sometimes, understanding that actually, behind a solution hides a possible problem that was being underestimated. I think that this is a very useful approach to the job, especially in a planning phase.

3. In what way has this career trained you? Did you gain expertise during this path of employment? What?

The career I've followed to date in Cattolica has definitely helped my decision making: the ability to move on to action by analysing all available elements and choosing the best option. Another thing I learned is that timing is essential: it's doing the right thing at the right time and not losing the moment when, by acting, you can truly make a difference.