



CFR Expansion in Italy

NEW MEMBER

At the last international meeting in Madrid, CFR members voted to admit Support HR Solutions into the network. With 4 offices, 40 staff and 350 clients for Search as well as related HR services, Support's in-depth market knowledge and expertise built up over 20 years will benefit CFR clients.

CFR clients recruiting in Italy will discover:

- Consultants specialised by sector, function and level of seniority. The selection of Managers and Directors employ tools and experts different from those used for the assessment and selection of high-potential graduates
- Consultants experienced in servicing major multinationals as well as medium-sized, privately-owned companies
- Extensive experience in all significant service and industry sectors
- Use of the latest IT instruments to meet client needs in terms of speed of response and efficiency
- In-house database with 150,000+ candidates
- In-house creative and media-buying department
- Assignments covered throughout North and Central Italy from offices in Milan, Rome, Bergamo and Bologna
- Client communication in English, Italian, French, German and Spanish
- Value-added services to include Competence Assessment and Training, Employer Communications/Branding and Procurement of public monies for corporate training

CFR's clients have already carried out assignments using Support with positive results – see article headed: *"Immediate cooperation between CFR's UK partner and new Italian member"* in this issue.

For more information, please view the Support HR website at:

www.supporthr.com

or contact Laura Townsend-Green at laura.green@supporthr.com.

CFR Consulting Group meets in Madrid

CFR CONFERENCE

Under the motto *"Fighting the crisis through Talent"*, proposed by its Spanish partner, **CFR Consulting Group®**, a leading international recruitment network, met for its twice-yearly meeting on 15th and 16th April in Madrid.

The event was hosted by the Spanish member KALEIDA (www.kaleida-es.com) at the Hotel Miguel Ángel in the city centre. Some 40 participants from 20 different countries attended the conference.

During the gathering, presentations were made by Search & Selection Consultancies from Italy and Greece, keen to join CFR. These were:

- **SupportHR (Italy)** (www.supporthr.com), represented at the Meeting by its Managing Director, Domenico Mistri and Senior Consultant, Laura Townsend-Green.
 - **HumanLink (Greece)** (www.HumanLink.gr), represented by its Managing Director, Nikos Floros.
- Following their presentations, there was unanimous acceptance from all current members that both SupportHR and HumanLink be admitted to join CFR, resulting in further expansion of the international network.

Also during the conference, a number of issues were debated including future trends in headhunting. Each CFR member gave a brief presentation on how the global economic situation has affected their country, the impact it has had on their clients and the challenges and opportunities which have resulted.

The discussions further included critical success factors for the network as a whole and the group endorsed the need to adopt consistently high standards in terms of a professional process and practice. Expansion of the network into new strategic markets such as the US and Brazil was discussed as were new ways of achieving business growth within CFR.

All members commented on the value of meeting regularly to discuss current issues and best practice. The next CFR Conference will take place in Dubai in October 2010 and will be hosted by CFR's local partner, MSI (www.msidubai.com).

The Madrid Conference will be hard to forget for many of those who attended given that it started on the same day as the closure of airspace throughout much of Europe. Many interesting stories have subsequently emerged of CFR members demonstrating excellent levels of ingenuity and resilience to ensure that they were back at their offices by the start of the new week.

*Carlos Camara Diez – Kaleida
CFR Consulting Group Member in Spain*

CFR's international expansion continues with ...

NEW MEMBER

HumanLink (www.HumanLink.gr), based in Athens, Greece has become the latest member of the **CFR Consulting Group®**.

The company was established in 2009 by Nikos Floros and is mainly focused on Executive Search, Coaching and Outplacement Services.

Nikos has 11 years professional experience in the Greek Executive Search market. Having been employed in the Athens office of Global Executive Search Consultancy, Boyden for 2 years, Nikos then co-founded Cornerstone's Athens operation in 2001, remaining with the business until 2008. A Graduate Chemical Engineer, Nikos holds an MBA from Imperial College, London and has 5 years experience in Sales & Marketing functions with Sony Hellas.

HumanLink describes itself as a *"boutique-by-design"* consultancy, offering professional HR services yet retaining a personalised approach. In Executive Search, its core business, HumanLink's mission is to match the right people with vacant positions, based on organisational and cultural fit with the clients', ensuring success for their customers, with whom they build long-term strategic partnerships. HumanLink manage recruitment projects in most industries and for a wide range of professional functions, from middle to senior management.

The Greek economy is currently under great pressure, mainly due to the high budget deficit, 13.6% of GDP and the debt level of nearly 120% of GDP. However, the Greek Government has put in place a demanding austerity programme with a plan for a dramatic decrease in public spending. This, plus the activation of the supporting mechanism designed by the EU and the IMF, will hopefully improve the current situation.

All of HumanLink's employees are very proud to be joining CFR, with whom they feel they have a common vision and values. In addition to sharing best practice and experience with CFR partners, its membership also enables HumanLink to support its Greek clients, who need to recruit senior managers in global markets.

For more information, please view HumanLink's website at: www.HumanLink.gr or contact Nikos Floros at: nfloros@HumanLink.gr.



Immediate Cooperation between CFR's UK Partner and New Italian Member

CASE STUDY

Support HR has already added value to the CFR network by assisting the UK partner, FR Europe, to recruit a Country Financial Controller for the UK client's Italian operation. The UK Head of HR of the business, a \$multi-billion distributor of electronic and IT products, had recently assumed responsibility for its mainland European operations and was keen to work with a Consultancy demonstrating good understanding of the Italian market.

FR Europe initiated a meeting between Laura Townsend-Green, Senior Consultant from Support HR, and the client's Managing Director in Italy plus Chief Financial Officer from the US. Laura possesses an in-depth knowledge of the Italian recruitment market, in which she has worked for over 10 years and was therefore able to provide helpful advice to the client not just on recommended recruitment methodologies and suggested remuneration levels but on a number of practices specific to the Italian market.

Laura explained the significance in Italy of the different levels of "Dirigente" (Director) and "Quadro" (Manager) and how this is important not simply from a candidate's "status" perspective but how employing someone at "Dirigente" level makes the candidate eligible for a range of additional benefits, consequently resulting in significantly increased social costs for the employer. Laura also provided information on the different types of employment contracts which vary according to sector.

Laura informed the client about Support's practice of asking those candidates invited to initial interview to provide proof concerning their current employment – length of service, employment contract, current tax and salary information which Laura would verify through pay slips.

Quality and speed of service were of paramount importance to the client and within 3 weeks, a shortlist of 6 candidates was presented from which the client was able to select a highly skilled candidate who will join the Italian operation in May. All parties were delighted with the outcome and the company will shortly be discussing new opportunities with CFR for its French, German and Dutch operations.

Roger Ruane – FR Europe
CFR Consulting Group Member in the UK