

CURRICULUM VITAE

ÁGNES JENEI PhD



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CURRENT JOB

2012 – UNIVERSITY OF PUBLIC SERVICE (UPS), Hungary

Dept. of Social Communication: **Associate Professor, Senior Soft Skills Trainer, Leadership Trainer, VR Trainer, Biofeedback and Neurofeedback trainer, AL coach**

2001-2011 Budapest Corvinus University (BKÁE and BCE), Hungary

2001-2010 Dept. of Communication: Lecturer and Trainer (Soft Skills Development, Leadership Skills Development)

2010-2016: Associate Professor, Senior Trainer, AL Coach, Head of the Dept. of Communication and Public Service Ethics

2010-2016: Head of the Public Service Communication Post. Grad. Program

RELEVANT WORK EXPERIENCES (detailed on page 2, 3)

- Designing and delivering soft skills development courses and trainings
- International experiences in delivering lectures, workshops, trainings, conference presentations
- Research&Publication
- Translation&Interpreting (consecutive and simultaneous) in Italy and in Hungary

CURRENT RESEARCH AREAS

- Immersive Technologies (with particular focus on VR) in Soft Skills Development
- Interorganizational Collaboration in the Field in Human Induced Disaster/Crisis Management (HELP points at the Hungarian/Ukrainian border)
- Service management in the field of disasters

EDUCATION&TRAININGS

- 2023 **Neurofeedback Trainer (Neurofeedback SCP)**. OBNE and Hungarian Biofeedback and Neurofeedback Academy - Scientific Association (Magyar Biofeedback és Neurofeedback Akadémia Tudományos Egyesület), Hungary
- 2023 **Neurofeedback Trainer (Neurofeedback Frequency Band)**. Accredited course. OBNE and Hungarian Biofeedback and Neurofeedback Academy - Scientific Association (Magyar Biofeedback és Neurofeedback Akadémia Tudományos Egyesület), Hungary

- 2023 **Biofeedback Trainer (Biofeedback trénerképzés)**. Accredited course. OBNE and Hungarian Biofeedback and Neurofeedback Academy - Scientific Association (Magyar Biofeedback és Neurofeedback Akadémia Tudományos Egyesület), Hungary
- **Innovation Management** (Certificate Training organized by UPS, Hungary)
- 2023 **Neuroscience: Understand How your Students Learn** Europass Teachers' Academy, Rome, Italy
- 2022 **Digital Game-based Learning course** Europass Teachers' Academy, Barcelona, Spain
- 2022 **Design Thinking course** for Teachers. Europass Teachers' Academy, Barcelona, Spain
- 2021 **Design Thinking workshop (in Hungarian)** Grow with Google Program
- 2021 **ECCEPFIE Teacher Training**, Erasmus Plus C1
- 2019-2020 **Doctoral Program in Management** (in English) SZEEDS, Győr, Hungary.
- 2019 **Solution Focused Mediation**. Ministry of Interiors, Accredited Adult Education Course, Hungary
- 2019 **Strategies to Promote Active Ageing. Civil Service College, Singapore (SCP)**
- 2018 **Leadership Development Program. Irish Institute of Public Administration (NUPS, Hungary)**
- 2018 **Modernizing Civil Service, Enhancing Performance&Accountability**. Moscow State University
- 2017 **Designing and Delivering Intercultural Training. Advanced Course**. LTD, Bath, UK
- 2015 Public Service Trainer NUPS, Hungary
- 2014 **Transformative Action Learning** with Robert Kramer, NUPS, Hungary
- 2013 **Leadership and Management for Integrity**, Central European University, SUN Program
- 2013 **Developing Intercultural Training Programs** LTD, Bath, UK
- 2011 **Intercultural Trainer Foundation Course** Assist GmbH München, Germany
- **2008 PhD in Communication and Media Sciences. University of Pécs**
- 2001-2002 **Trainer and Consultant** Synalorg Kft. UNIDO licenced Program. Budapest, Hungary
- 2000 **Organizzazione di eventi** (professional development course), Professional DataGest, Bologna, IT
- 1997 **University Degree in DAMS, University of Bologna** (Discipline delle Arti, della Musica e dello Spettacolo)

DESIGNING&DELIVERING INNOVATIVE LEADERSHIP SKILLS/SOFT SKILLS TRAININGS

- 2023 September – VR enhanced practical course: Negotiation in International Context, MA course in English, UPS, Hungary
- 2023 September – VR enhanced practical course: Intercultural Communication, Managing Diversity, MA course in English, UPS, Hungary
- 2023 October VR Workshop ISCTE, Lisbon (in English) for university leaders, unit managers and teachers, Portugal
- 2023 August Biofeedback and Neurofeedback Workshop for psychologists, health professionals and unit managers of Student Counselling Center, DUT Durban Technology University, South Africa Teaching and Learning Excellence Center (in English)
- 2023 August VR Workshop for teachers, DUT Durban Technology University, South Africa Teaching and Learning Excellence Center (in English)
- 2023 June Stress Management, UPS, Faculty of Water Management, Baja. Creative Learning Program for teaching and administrative staff, UPS, Hungary
- 2023 June, UPS Faculty of Military Sciences, Science of Military Leadership, VR Training UPS for teaching staff Creative Learning Program, Hungary

- 2023 June Stress Management UPS Creative Learning Program, Law Enforcement Faculty, for teaching and administrative staff, Hungary
- 2022 June VR Training UPS, Creative Learning Program for teaching staff, Faculty of Public Governance and International Studies, Hungary
- 2023 May Biofeedback Workshop: Stress Management in the 21st Century, ISCTE, Lisbon (in English) for university leaders, unit managers and teachers, Portugal
- 2023 May VR Workshop ISCTE, Lisbon (in English) for unit managers, Portugal
- 2023 February VR Workshop for teachers, DUT Durban Technology University, South Africa Teaching and Learning Excellence Center (in English)
- 2022 December VR Training UPS, Creative Learning Program for teaching staff, Hungary
- 2022 October VR Enhanced hybrid training: Communication and cooperation skills development; UPS Continuing&Leadership Training for public officials and managers, Hospitals' Management Center, Hungary
- 2022 September VR Mini Trainings (2) on the Erasmus Staff Week, UPS (in English), Hungary
- 2022 Communication Skills Training UPS Continuing&Leadership Training, Hungary
- 2022 Customer Service Skills Training UPS Continuing&Leadership Training
- 2022 July VR Workshop for teachers, DUT Durban Technology University, South Africa Teaching and Learning Excellence Center (in English)
- 2022 New Leaders Mentorship training on Leadership and Communication for Government Offices (Prime Minister's Cabinet, Köfop program), Hungary
- 2022 New Leaders Mentorship training on Leadership Styles, UPS in cooperation with Prime Minister's Cabinet, Köfop program, Hungary
- 2022 Mentorship training for Customer Service Offices at Government Offices UPS in cooperation with Prime Minister's Cabinet, Köfop program, Hungary
- 2020- Negotiation Skills Training (in English), UPS, MA
- 2020-2021 Organizational and Leadership Communication (in English) UPS, MA
- 2016- Intercultural Communication and Managing Diversity Training (in English) UPS, MA
- 2019- Negotiation Skills Training (in Hungarian) UPS, MA
- 2018- Intercultural Communication and Negotiation Skills (in Hungarian) UPS, BA
- 2021 Workplace Conflict Management (For HTM Zrt. Managers. Collaboration with OPENOUT CO.)
- 2021 Time Management (For HTM Zrt. managers in collaboration with OPENOUT CO)
- 2021 Customer Service Mentorship (Government Offices in collaboration with the Prime Ministership)
- 2021 Change Management. UPS Continuing&Leadership Training
- 2017-2021 Diversity Management UPS Continuing&Leadership Training (online design)
- 2013- 2021 Customer Service Skills Training (not only for leaders) UPS Continuing Education, Short Leadership/and Public Officials Training
- 2018-2019 Leadership&Management Skills Training UPS Continuing Education&Leadership Training
- 2018-2019 Community Based Strategic Development Workshop (in Hungarian) UPS, Leadership Edu.
- 2018-2019 Trainer's Skills and Techniques I-II (Post Graduate Course) (in Hungarian) UPS, Post-graduate
- 2013-2019 Negotiation Skills UPS Continuing Education, Short Leadership Training
- 2017 Crisis Communication and Risk Management in Multicultural Academic Environment (in English)
- 2015-2017 Intercultural Negotiations Training (in Hungarian) UPS, MA
- 2014-2016 Leadership Skills Development Training (in Hungarian) UPS, MA

- 2013-2015 Intercultural Awareness Training (in English) USP, MA
- 2014-2015 Community-based Strategy Development. Continuing&Leadership Education, HKA UPS
- 2014 NUPS Leadership Challenge Program for Executive Leaders (in English and Hungarian; AL assistant of Robert Kramer; UPS Continuing&Leadership Education
- 2013-2014 Media Training (ÁROP 2.2.13 Project) UPS Continuing&Leadership Education
- 2013-2014 Integrity Awareness Training UPS Continuing&Leadership Education
- 2010-2013 Electronic Media and Public Administration UPS (BCE), BA
- 2010-2013 Time Management and Effective Meeting Techniques UPS (BCE), BA
- 2011-2012 MODUL Intercultural Communication Modul in MIPAM Master of International Public Administration and Management. Modul leader, designer, UPS, MA
- 2001-2012 Communication I-II BKÁE, BCE, BA
- 2010 Public Service Communication Post.Graduate Program, UPS
- 2004-2009 Theories of Media (within Post Graduate Program for media teachers) external lecturer ELTE

INTERNATIONAL EXPERIENCES IN DELIVERING SOFT SKILLS TRAINING AND LECTURING

- **2023 Portugal**, ISCTE University in Lisbon Erasmus+ 8 hours
- **2023 South Africa: Durban University of Technology ICM 16 hours**
- **2023 Portugal**, ISCTE University in Lisbon Erasmus+ 8 hours
- **2022 South Africa:** Durban University of Technology ICM 16 hours
- **2021 Portugal**, ISCTE University in Lisbon Erasmus+ 8 hours
- **2019 Italy**, University of Rome Tor Vergata Erasmus+ 8 hours
- **2018 Russia**, Sant Petersburg RANÉPA ICM 16 hours
- **2018 Russia**, Moscow State University ICM 16 hours
- **2018 South Africa:** University of the Free State, Bloemfontain and Durban University of Technology ICM 16 hours
- **2017-2018 Israel**, University of Haifa ICM 16 hours
- **2016 China**, Beijing Language and Culture University ICM 16 hours
- **2015 Italy**, Universita' di Bologna Erasmus+ 8 hours
- **2014 Portugal**, Universidade Fernando Pessoa Erasmus 8+8 hours
- **2011 Italy**, Universita' di Bologna Erasmus 5 hours
- **2010 Italy**, Universita' di Bologna Erasmus 5 hours
- **2008 Italy**, Universita' di Bologna Erasmus 5 hours

INTERNATIONAL CONFERENCES, WORKSHOPS

- **2023** Annual HR Conference on the Future of Recruitment, organized by HVG: Exponential Mindset (keynote presentation)
- **2023** IRSPM (Annual Conference, Budapest): **Divided or united? Inter-organizational collaboration in human induced disaster** Author(s): JENEI, Agnes; MATHÉ, Réka; REDDY, Maliga; PILLAY, Strinivasan Presenting Author: JENEI, Agnes, MATHE Réka
- **2022** EGPA (Annual Conference, Lisbon, Portugal): **Co-creation of value through successful diversity management among unusul partners in atypical situation** Author(s): JENEI, Agnes; MATHÉ, Réka; REDDY, Maliga; PILLAY, Strinivasan Presenting Author: JENEI, Agnes Submission

Type / Conference Track: EGPA 2022 - PSG XXIII : Administration, Diversity and Equal Treatment

- 2021 **Digitalization Strategy in Hungary** ECCEPFIE Teacher Training, Lisbon, ISCTE
- **2020** EGPA (Annual Conference, online, Kick-off Panel: PSG XXIII) : Administration, Diversity and Equal Treatment. **Innovative teaching/learning methods in intercultural communication, managing diversity at the UPS MA programs** (online conference, year of COVID).
- 2019 EGPA (Annual Conference, Belfast, UK) **One Stop Shops in Public Administration. Case study: Hungary and Albania** (Co-Authors: Agnes Jenei, Fabjola Zequiri), presenting authors: Agnes Jenei
- **2019** RANEP4 IV. International Public Administration Sciences Forum. Conference on Digital State. The Human Perspective. Presentation: **Smart Cities, Smart People, Smart Competencies**
- **2018** DSI, Annual Conference, Chicago, USA: a) **Problem Solving Techniques in the Hungarian Public Administration** b) **Disc in My Pocket: Case Study on a Web Based Soft Skills Development Tool**
- **2018** EGPA Annual Conference, Lausanne, CH **Service Culture: Mission (Im)possible?**
- **2018** WCCI Rome: **Intercultural Management Training as an Innovative Learning Experience**
- **2018** EUROMA Annual Conference, Budapest Culture-change in The Hungarian Public Administration
- **2018** IRSPM Annual Conference, Edinburgh Teaching **Intercultural Communication for Civil Servants**
- **2017** NISPAcee Annual Conference, Kazan, Russia: **Creating New Service Culture**
- **2017** IRSPM Annual Conference, Budapest, Hungary: **How to Create New Culture in 77 Villages?**
- **2015** IRSPM Local Conference, Budapest: **Innovative example of co-production**
- **2015** Annual Conference of IAICS, Hong Kong: **Facilitate Understanding Across Cultures at NUPS**
- **2015** DECIDE Project. **Final Conference: Dissemination of the Results of Hungarian DECIDE project**
- **2015 NISPAcee Conference, Tbilisi, Georgia:** Using Transformative Action Learning to Reframe Leader Education at the National University of Public Service (NUPS)
- **2015** IRSPM Annual Conference, Birmingham: **What develops in leader development at the NUPS?**
- **2014** EGPA Speyer, D: **Paradigm Shift in Teaching and Learning culture (with Robert Kramer)**
- **2014 DECIDE Project Mid-Term Conference, Nessebar, Bulgaria: Presentation of the results 2014** The way ahead in Public Service – Chinese and Hungarian perspectives. **Interpersonal and Leadership Skills Development Programs in the Education of Future Civil Servants, NUPS**
- **2013** Teaching Integrity for Public Officials Ministry for Public Administration, Hungary:

INTERNATIONAL RESEARCH PROJECTS

- Leadership challenges in the field of disaster management JENEI, Agnes; RESTÁS Ágoston, MATHÉ, Réka; REDDY, Maliga; PILLAY, Strinivasan
- 2017-2018 Servitization of Public Services (lead by prof. Gyula Vastag) – researcher, UPS KÖFOP
- 2014-2015 DECIDE (Democratic Compact: Improving Democracy in Europe, Europe for Citizens Program) Project Leader for Hungary with UPS
- 2010-2012 Communication with citizens from local perspective TÁMOP – coordinator of the research

PUBLICATIONS

Total number of publications (in Hungarian and in English): 68

Scientific publications: 49 (author of 5 books, co-author of 3 books, 10 book chapters; articles, papers)

Educational books and online educational publications: 18

Number of independent citations: 195 (Hirsch-index: 6)

<https://m2.mtmt.hu/gui2/?type=authors&mode=browse&sel=10017546>

Committee Member of Scientific Journal: 1 (Médiakutató)

HUNGARIAN/INTERNATIONAL ORGANIZATIONS

- 2005- MKTT Hungarian Society for Communication Sciences founder member
- 2019- WCCI (World Council for Curriculum and Instruction) Board Director
- 2017-2019 WCCI (World Council for Curriculum and Instruction) member
- 2017-2020 Decision Sciences Institute, member
- 2015-2019 International Research Society for Public Management member
- 1998-2000 Associazione Culturale Italia-Ungheria Board Member