



ÁGNES JENEI PhD

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CURRENT JOB

2001- UNIVERSITY OF PUBLIC SERVICE (UPS), Hungary (and its legal predecessors: BKÁE and BCE) Dept. of Social Communication: Associate Professor, Trainer, AL coach, Solution-focused mediator
2010-2016 Head of the Communication Dept. and the Public Service Communication Post.Grad.Program

RELEVANT WORK EXPERIENCES (detailed on page 2,3)

- Designing/delivering soft skills trainings for leaders/future leaders (at university courses)
- International experiences in delivering soft skills training and lecturing
- International conferences and seminars
- Research&Publication

CURRENT RESEARCH AREAS

- Immersive Technologies in Soft Skills Development; Creativity, Diversity, and Innovation

EDUCATION&TRAININGS

2022- Neurofeedback Trainer (Neurofeedback trenerképzés). Accredited course. OBNE, Hungary
2021-2022 Intensive Basic Course in Health Accredited Course. Konnektíva, Hungary
2022 Design Thinking for Teachers. Euroopass Teachers' Academy, Barcelona, Spain
2021 Design Thinking 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)

EXPERIENCES IN DESIGNING/DELIVERING SOFT SKILLS TRAININGS PROGRAMS FOR LEADERS

2017-2021 Diversity Management UPS Continuing&Leadership
Training
2013- 2021 Customer Service Skills Training (not only for leaders)
UPS Continuing&Leadership Training
2018-2019 Leadership&Management Skills Training UPS
Continuing&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&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

2021 Portugal, ISCTE University in Lisbon
2019 Italy, University of Rome Tor Vergata
2018 Russia, Sant Petersburg RANEPa
2018 Russia, Moscow State University
2018 South Africa: University of the Free State, Bloemfontain and
Durban University of Technology
2017 Israel, University of Haifa
2016 China, Beijing Language and Culture University
2015 Italy, Università di Bologna
2014 Portugal, Universidade Fernando Pessoa
2011 Italy, Università di Bologna
2010 Italy, Università di Bologna
2008 Italy, Università di Bologna

INTERNATIONAL CONFERENCES, SEMINARS

2020 EGPA-IASIA 2020 Creation of new service culture in
Hungarian Public Administration.
2019 EGPA Annual Conference, Belfast, UK One Stop Shops in
Public Administration
2019 RANEPa 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

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

MEMBERSHIPS

2005- Society for Communication Sciences
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
2015-2019 International Research Society for Public Management member
1998-2000 az Associazione Culturale Italia-Ungheria Board Member

PUBLICATIONS

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

