



SOCIO SUMMIT

KŐSZE G 2022



**SOCIAL SERVICES TODAY AND TOMORROW
TO ENSURE EQUAL ACCESS AND
RESILIENCE**





PROGRAMME – 9th JUNE 2022

Chairwoman: Katalin Galambos

Location: Zwinger – Öregtorony: first floor

9:00 – 10:00 **Registration**

10:00 – 10:30 **OPENING CEREMONY**

Ferenc MISZLIVETZ

Director

Institute of Advanced Studies Kőszeg, iASK

Miklós SZÓCSKA

Dean

Faculty of Health and Public Administration

Semmelweis University

Béla BÁSTHY

Mayor

Municipality of Kőszeg

10:30 – 11:00 **OPENING LECTURE**

The Road to the Socio Summit, 2022 and beyond

Katalin GALAMBOS

Researcher

Institute of Advanced Studies Kőszeg, iASK

11:00 – 12:00 **KEYNOTE PRESENTATIONS**

*Are disability support services resilient? Are they
'fit for purpose' and sustainable in the future?*

James CROWE

Chair of the Board

European Association of Service Providers for Persons
with Disabilities (EASPD)

*Impact organizations, resiliency or a lack of
money is not the reason, only a symptom*

Gábor LÉVAI

Founder, Managing Director

SCALE IMPACT

12:00 – 12:30 **DISCUSSION**

12:30 – 14:00 **LUNCH BREAK**

Location: Europe House: basement, Sigray Jakab Room



14:00 – 16:30 **SEMINARS**

18:00→ **Cultural Event**
Talking Houses – Thematic walk in Kőszeg

Talking Houses – Thematic walk in Kőszeg

In a small town at the foot of the Alps, Mónika Mátay, a historian at the Institute of Advanced Studies Kőszeg, is offering an exciting tour for the conference participants: a thematic walk about well-known and untold stories, namely living and hidden memories of places and people from the city's past. We can learn about what the houses share and why: what kind of unique position Kőszeg holds in the urban network of Hungarian settlements as well as the impact of the Austro-Hungarian double-bond on its development. We will understand which social groups or individuals have played a role in overcoming critical situations and finding new ways of development over the centuries. The tour will shed light on who the mysterious British female spy might have been, how one of the famous Jacobin conspirators, Jakob Sigray, related to the place, who commissioned the building of the small but splendid synagogue, and how a small group of soldiers defeated the Turks in 1532. We may also learn who Count György Festetics' brother Imre Festetics was, what unique role the Chernel family played in the town's history and how Mária Széchy, also known as Venus of Murano, arrived in the city.

Leaving at 6 p.m. from Festetics-Chernel Palace at Chernel utca 10, Kőszeg



The Road to the Socio Summit, 2022 and Beyond

Katalin GALAMBOS

Elemér Hankiss, in an article written in 2011 (*The Age of Uncertainty? Is a New World Order Emerging in the Wake of a Crisis, or, on the Contrary, a New World Disorder?*), raises the question whether mankind is capable of surviving in a world of change and danger, that is, is it able to face an unknown future? Researchers at the Institute of Advanced Studies Kőszeg, coming from a variety of backgrounds in the social and natural sciences, interpret historical events and social processes, network as well as examine the interconnectivity between disciplines, sustainability and complexity.

The Institute's regional development concept, KRAFT – 'Creative City - Sustainable Region,' is based on the premise that cooperation between economic, municipal and academic actors will enhance the development of a region as well as improve the quality of life of its residents. The talk introduces the research activities and plans of the Socio-KRAFT Research Group that joined the KRAFT development concept in 2020. The research group cooperates closely with the Centre for Social Care Excellence at Semmelweis University. The Group endeavours to support the creation of resilient social service mechanisms that can function in a proactive and innovative manner. The speaker will attempt to offer a framework for the professional programme of the conference and guidelines for further discussion.

Are disability support services resilient? Are they 'fit for purpose' and sustainable in the future?

James CROWE

This presentation will examine what is meant when we refer to services as being resilient. We will consider why resilience is a key feature in building a successful service. We will appraise how services for children and adults with disabilities as well as their carers measure up. In conclusion, we will identify the challenges that must be faced to create truly resilient services.

Impact organizations, resiliency or a lack of money is not the reason, only a symptom

Gábor LÉVAI

The organizational resilience model - developed by Scale Impact, together with other organizational developers - identifies 2 + 8 important areas where impact-focused organizations need to function well enough to bring about measurable positive change in the field of social and/or environmental problems they want to address. In this presentation, we will examine what is meant by a resilient operation in Hungary today, moreover, briefly review the areas in the model with examples and examine how their good or bad operations can affect financial sustainability.





SEMINARS

1. SEMINAR Let's talk about individual resilience! – leaders and members of staff

Location: the basement in Szemző House

Chairwoman: Szilvia ÁDÁM

Roll the dice with us – Individual resilience development in 4 steps

Eszter KOVÁCS
Managing Director
SkillToGo Ltd.

Inspiring leader, inspiring organization

Ágnes MOGYORÓSSY
Owner
Sequence Commercial and Service Ltd.

Improving resilience in Social Care

Louise GRANT
Executive Dean
Faculty of Health & Social Sciences
University of Bedfordshire, UK

Gail KINMAN
Department of Organisational Psychology
Birkbeck University of London
Professor of Occupational Health Psychology
University of Nottingham, UK

Roll the dice with us – Individual resilience development in 4 steps

Eszter KOVÁCS

Based on the research conducted by Mihály Csíkszentmihályi, Martin Seligman and Barbara Fredrickson, we developed our “SkillToGo 4 Steps” resilience development model. With the help of our MQ® cube, we develop new perceptual, thinking and emotional habits over 4 steps that result in new patterns of resilient action. The effectiveness of the method can be measured by the MQ® Resilience Test developed by us. According to our interpretation, resilience means more than the successful management of difficult situations or of failures in the past and present as well as maximum control over the future. Familiarise yourself with the application of the method and the structure of the MQ® Resilience test.

Inspiring leader, inspiring organization

Ágnes MOGYORÓSSY

In my presentation, I investigate resilience in leadership. In today’s uncertain and fragile world, the mental strength of leaders, which also affects organizations, is particularly important in the context of COVID-19 and the war in our neighbourhood. I present leadership tools that help to address challenges and develop self-knowledge in terms of leadership according to the following topics:

1. What is resilience?
2. Inspiring leader - is it broken or bent?
3. What tools can leaders rely on to increase their mental strength / toughness?
Tips for resilience in leadership
4. Inspirational organization - complex, self-organizing, self-identical
5. Other options for strengthening resilience: coaching, self-coaching, training, mentoring

Improving Resilience in Social Care

Louise GRANT

Gail KINMAN

Background: Working in social care is complex as well as emotionally demanding and employees are at high risk of developing work-related stress and burning out. This can have negative implications on the quality of care provided as well as the well-being of individuals. While employees have some responsibility in terms of developing the emotional resilience required to cope with a challenging work environment, organisations have a legal and moral duty of care to support their well-being.

Overview: This presentation will highlight the benefits of a systemic, multilevel approach to improving resilience in social care as well as provide an overview of our ongoing programme of research and evaluation in organisations in the UK.



The need to provide interventions at the organisational, team and individual levels that are suitable for social care will be considered. Our approach provides leaders and managers with a framework to understand, build as well as sustain resilience and well-being in their organisations. The features of the Social Work Organisational Resilience Diagnostic Framework will be outlined, which combines an accessible, research-informed diagnostic tool and an associated workbook. This diagnostic tool assesses employees' level of satisfaction with regard to five key areas – known as Key Foundational Principles (KFPs, namely Secure Base, Sense of Appreciation, Learning Organisation, Mission and Vision, and Wellbeing). The findings from the diagnostic stage are then used to help leaders and managers select appropriate strategies from the workbook to build their capacity for resilience in specific areas. The workbook provides a range of evidence-informed practical interventions, 'quick wins' and more in-depth strategies to foster the conditions that can underpin resilience at the individual, team and organisational levels. Some examples of strategies from each of the five KFPs will be provided.





SEMINARS

2. SEMINAR Let's talk about organizational resilience! –
decision-making and planning

Location: Europe House, Bibó Room

Chairwoman: Éva BÓDY

ROBOTS, PANDEMIC AND WAR – SOCIAL VALUE IN PURGATORY

Gábor CSÓTI

Founder

p2m Consulting

Chief of HR consultancy and customer relations

Gamechangers Community

Programmed organizational resilience

Alexandra CSER

Managing Director

Sequence Kereskedelmi és Szolgáltató Kft.

The Role of Psychosocial Risk Assessment and Stress Management Projects in Strengthening Individual and Organizational Resilience in the Workplace

Tünde ZAKOR

Workplace stress expert

LifeControl Center

ROBOTS, PANDEMIC AND WAR – SOCIAL VALUE IN PURGATORY

Gábor CSÓTI

Technological developments (digitisation, robotics, data science, biotechnology, etc.) are radically changing our lives, social relations, value preferences, patterns of production and consumption, work and value creation. During these processes, some of our old problems are solved, while others deepen and new ones arise. Crises and conflicts in the 21st century are accelerating these changes. Decision-makers worldwide appear to be slow to respond, with states increasingly leaving it to social actors to alleviate growing social anomalies. If this is true, how can social service providers work with the for-profit sector in order to maximise community values? What are the best examples to follow?

Programmed organizational resilience

Alexandra CSER

In the face of rapidly changing environmental conditions, a flexible, independent and proactive presence is increasingly expected by employees at all levels. How can a top management team create psychological safety in which employees take responsibility for making independent decisions and taking initiatives? What does the ability to turn obstacles into challenges depend on? What does it take to incorporate both competition and cooperation into organizational culture? How can a conflict situation be beneficial and used as an opportunity for a constructive debate? When and how does management “program” the new building blocks of resilient behavior into “existing belief systems” of employees and how is this hard work rewarded? This presentation will highlight the answers to these questions and provide many practical examples.

The Role of Psychosocial Risk Assessment and Stress Management Projects in Strengthening Individual and Organizational Resilience in the Workplace

Tünde ZAKOR

Mapping the psychosocial risk factors of individual and organizational levels in the workplace and implementing effective stress-reducing interventions is essential to strengthen employee and organizational resilience. In my presentation, I would like to show, through good practices, how the risk reduction intervention implemented as a result of a psychosocial risk assessment has a positive effect on the individual and group-level organizational resilience of employees.



SEMINARS

3. SEMINAR Let's talk about community resilience! – resources and stakeholders

Location: Zwinger – Öregtorony: ground floor

Chairwoman: Tímea SERES-PITTLIK

'Out of complexity, find simplicity!' – about the KRAFT Concept and some of its practical applications

Mariann SZABÓ

Permanent postdoctoral researcher
Scientific project manager, KRAFT Centre
Institute of Advanced Studies Kőszeg, iASK

Support group – a platform for collaboration to improve the quality of life of the elderly

Róbert KÁNYAI

Director
United Health and Social Care Institute, Győr

Floating and rooted services - examining the process of deinstitutionalisation in local communities

Lucia CSABAI

Community developer
Special educational needs teacher
Bárczi Gusztáv Faculty of Special Needs Education
Eötvös Loránd University



'Out of complexity, find simplicity!' – about the KRAFT Concept and some of its practical applications

Mariann SZABÓ

The KRAFT Programme is one of 3 pilot regional development initiatives of the Government of Hungary and aims to bring about the sustainable development of small- and medium-sized border towns. In contrast to conventional regional and city development practices (Green City Index, Sustainable Cities Index, Creative City Index, etc.), the approach of the KRAFT Programme integrates so-called “soft” factors (culture, identity, heritage) and their efficient management with “hard factors” such as infrastructure, energy, communication networks and economic sustainability. Another novelty of the KRAFT Concept is to identify and utilize synergies of interdependencies among rural and urban development factors, thereby properly revealing the full range of conditions required for the implementation of new, complex regional development strategies of cities and their rural environment. The Government of Hungary has designated iASK as responsible for the preparation of the KRAFT Programme and its adaptation to other border regions in Hungary. The presentation highlights the methodological foundations, the domestic and cross-border areas examined on the basis of the KRAFT Concept as well as the development strategies. Milestones in the continuous development of the methodology as well as future programmes applying KRAFT methodology will be described. Various “landscapes” will be introduced from Ireland to Romania and from the Mura Region to Szigetköz in Hungary. The lecture evaluates the importance of the KRAFT Programme in terms of the Hungarian regional development programmes. The presentation concludes by outlining the KRAFT Pannonia vision of a polycentric urban network plan.

Support group – a platform for collaboration to improve the quality of life of the elderly

Róbert KÁNYAI

As actors in the social care system, we often think that we are alone, with little or no support, a cooperative partner to meet the challenges and the ever-increasing care needs. But *'we are not alone!* There are many potential actors in our environment with whom we can work together to broaden the range of care and improve the quality of services. For several years now, the Unified Health and Social Institution Győr has been consciously investing its energy in creating a common platform for cooperation between public, municipal, nonprofit, religious organisations, institutions, official bodies and for profit organisations operating in the same service area. The latest stage of this work process was a cross-border project *'Let's Care Together'*, implemented between January 1 2022 and April 30 2022, under the ID number SKHU/WETA/2101/4.1/004. In this framework a Support Group was established in Somorja, and the Support Group in Győr underwent a professional development process.



The task of the support group is to be a platform for cooperation in the municipality and to contribute to improving the quality of life of elderly people through its services. Participants in the group's work are volunteers and take on tasks on a voluntary basis.

Floating and rooted services - examining the process of deinstitutionalisation in local communities

Lucia CSABAI

A major obstacle to the process of deinstitutionalising housing services for those with disabilities is that this process is not understood within the framework of reference of the local community. Nevertheless, the policy principles for the target group emphasise the role of the social environment, which is often supported by social policies related to the theory of social inclusion. Regarding the understanding of a functional community as a theoretical framework, my aim is to present a research-based approach to the analysis of the local community-based functioning of supported housing services and the community embeddedness of service users, as described in my thesis. In the empirical part of my doctoral research, I examined the functioning of this framework at four sites. Among service users, I analysed the characteristics of their interpersonal relationships and their experiences of the local community, based on their sense of community and community involvement. In the case of supported housing services, I observed the extent to which service providers support service users' sense of community, complemented by an overview of the characteristics of the relationships and collaborations maintained by the service as well as the involvement of the service in the local community. I identified two characteristic types of community-based operations: rooted and floating service provision. Using a set of criteria developed to examine local community-based functioning, my aim is to demonstrate how to effectively examine the local community embeddedness of the supported housing service and its service users.





SEMINARS

4. **SEMINAR** Let's talk about social enterprises! – innovation and sustainability

Location: Zwinger – Öregtorony: first floor

Chairwoman: **Katalin GALAMBOS**

The role of social enterprises in social innovation

Zsolt BUGARSZKI

Associate professor
Social Entrepreneurship MA Programme
Tallinn University

Co-creation & providing work: a model for the sustainable development of social organisations. A case study from Impact Box.

Gyöngyvér BALOG

Co-founder, Managing Director
Impact Shop

On the border between the social sector and for-profit enterprises – is there a market for social problems?

Zsolt RUSZKAI

Director
Social Service Center, Újpest
Leader
SEIP Hungary

The role of social enterprises in social innovation

Zsolt BUGARSZKI

Nowadays, social enterprises are the engines of social innovation, providing sustainable solutions to severe social and environmental problems. Behind the concept of social entrepreneurship, the failure of our current social welfare system can be recognised. Addressing social problems calls for more sustainable solutions that combine the ability to generate business revenues while having measurable social impacts. Other driving forces of social enterprises are the examples of fast-growing startup ecosystems and the technology sector. In my presentation, I will attempt to demonstrate how social innovation embraces a strong entrepreneurial approach, identifying flexible and fast solutions at relatively low costs to damaging social and environmental problems. This new business model and the surrounding support ecosystem might be an example of the health and social care sector in both developed and developing countries.

Co-creation & providing work: a model for the sustainable development of social organisations. A case study from Impact Box.

Gyöngyvér BALOG

How can social organisations set up a robust and sustainable revenue stream to fuel their mission while decreasing their dependency on government funding? What are the primary and secondary benefits of such a model to beneficiaries, consumers and society? Our presentation will tackle these questions and present an alternative solution in the form of a case study.

On the border between the social sector and for-profit enterprises – is there a market for social problems?

Zsolt RUSZKAI

Social professionals in the public sector deal with social problems through professional work but within a fixed regulatory framework. Although communication between social actors is strengthening among market players, advertising, social media and profit orientation often cause problems to reoccur. Between the two spheres are the seemingly neutral actors from the civil and non-profit sectors, who are trying to bring the goals declared by their establishment to fruition with the help of a pluralistic operation and financing. In many cases, this activity can be complemented by the manufacturing of products and the organization of marketable services. It is worth reviewing what is common and different between the work of state-employed social workers and self-organized civic groups with regard to social issues. Does their cooperation mutually reinforce their resilience?



PROGRAMME – 10th JUNE 2022

Chairman: Péter JUHÁSZ

Location: Zwinger – Öregtorony: first floor

8:30 – 9:30 **SOCIO SUMMIT** Cafe - Let's build relationships and network.

9:30 – 11:00 **PRESENTATIONS**

Territorial Approach to Sustainable Development Goals

Stefano MARTA

Coordinator

Cities, Urban Policies and Sustainable Development Division

Centre for Entrepreneurship, SMEs, Regions and Cities
OECD

Thoughts on Singapore's Resilience Strategy

Anikó MAGASHÁZI

Researcher

Institute of Advanced Studies Kőszeg, iASK

Is it possible to talk about resilience in terms of digital welfare services?

Blanka STØREN-VACZY

Associate Professor

Department of Social Work, Child Welfare and Social Policy

Faculty of Social Sciences

OsloMet – Oslo Metropolitan University

11:00 – 11:30 **COFFEE BREAK**

Location: Zwinger – Öregtorony: ground floor

11:30 – 12:15 **FEEDBACK FROM SEMINARS & DISCUSSION**



- 12:15 – 13:00 *What can participation in the functioning of an organisation mean?* – presentation and discussion
Dániel OROSS
Researcher
Centre for Social Sciences
Institute for Political Science
Hungarian Academy of Sciences
Ákos NAGY
Office manager
EGYESEK IFJÚSÁGI EGYESÜLET/ KREATÍV
TÉR NONPROFIT KFT.
Richard BAVLSÍK
Innovation and public policy expert
Express Innovation Agency
- 13:00 – 14:00 **LUNCH BREAK**
Location: Europe House: basement - Sigray Jakab Room
- 14:00 – 15:30 *Social innovations in the social sector – roundtable discussion*
Regina ROSTA-PETHŐ
Project coordinator
at.home – advanced treatment
Lajos GYÓRI-DANI
Executive Vice President
Hungarian Charity Service of the Order of Malta
Judit SULYOK
Manager
Balaton Tourism Research Institute
Project manager
Social Innovation LAB – Science for All project
- 15:30 - 16:00 **CLOSING REMARKS**

Territorial Approach to Sustainable Development Goals

Stefano MARTA

The SDGs are a means of improving policies for the benefit of people and the planet as well as to bring about prosperity. The transformative nature of the 2030 Agenda provides an opportunity for national, regional and local governments to promote new policy paradigms. Beyond pursuing the goals and targets of the 2030 Agenda, cities and regions can leverage the SDGs as guidance on policies to facilitate greater coherence between sectors and levels of government. The SDGs provide a vehicle to implement OECD's new regional development paradigm that promotes a holistic, multisectoral, bottom-up, participatory and place-based approach to territorial development.

Thoughts on Singapore's Resilience Strategy

Dr. Anikó MAGASHÁZI

The impressive development of Singapore from the "Third World" into the circle of the highly advanced economies, that is, into the "First World," within merely half a century has inspired researchers and experts from various fields to study evolving processes and explore best practices. Singapore is a nation-state and city-state at the same time. Research and knowledge transfer regarding resilience is integrated into national development planning as well as connected to the efforts of sustainable liveable cities. Since 2008, a special emphasis has been placed on the proper coordination of this field in the form of a specialized government agency. In cooperation with the 100 Resilient Cities network, founded by The Rockefeller Foundation, the Singapore Resilience Strategy was drafted by 2018, highlighting climate change and demographic changes as major challenges in the future. The lecturer argues that the basis and possibility of advancement in the field of resilience is illustrated by the quality of the institutional system in Singapore, which has delivered convincing results in terms of transforming its education and health services since 2000.

Is it possible to talk about resilience in terms of digital welfare services?

Dr. Blanka STØREN-VACZY

Over the past ten years, Norway has seen an almost explosive transformation of welfare services - some elements drastically, others less so - thanks to the development of technology, digitalisation and ICT-based innovation. The changes in welfare services can be seen as partly coming from above - as a consequence of policy making - and partly coming from below - as a natural result of technological developments. All these changes demand a new kind of knowledge, skills and resilience from all members of the system. This resilience can or could contribute to functional survival in an increasingly digital social service system. Approaching the topic in this way raises the question "Can we talk about resilience in the case of digitisation of welfare services?".

In order to answer this question, it is first necessary to look at how and in what way digitisation is shaping welfare services, because it is in this context that we can see where and what kind of adaptation is needed on the part of the actors. To narrow down the broad scope of welfare services, this presentation will focus on digitised service delivery in welfare or social services offices and will draw on the results of an ongoing literature review and scoping review. The study, as a result of digitisation, identifies five key elements that will bring about clear changes in both social work practice and client/client relationships with services. These five elements are: digital communication between client and social worker, trust in the online space - and the issue of time, professional autonomy and the blurring of the boundaries between the private and professional spheres. Building on the results of this study, the presentation will question whether, knowing the effects of the radical transformation of welfare services through digitalisation, new systems (services) can be created to help flexible adaptation and thus maintain a better functional functioning.

Translated with www.DeepL.com/Translator (free version)

What can participation in the functioning of an organisation mean? – presentation and discussion

Dániel OROSS – Ákos NAGY – Richard BAVLSÍK

The perspectives of users and the community on public services has become one of the fastest growing research areas of public administration and public policy in recent years. This presentation provides an insight into the motivations and goals behind the encouragement of participation from individual and organizational points of view, before presenting methods that help to promote participation. This is followed by an introduction to the four main concepts of participation (co-creation, engagement, co-production, brand community) in marketing, organizational research and political science by adopting an interdisciplinary approach. At the end of the presentation, the added value of encouraging participation is explained and questions posed to the audience about the factors influencing participation (degree of involvement and commitment, context of participation, consumer confidence).



Members of the Main Committee:

Jody JENSEN

Director of the Polányi Centre at iASK. She is a senior research fellow from the Institute for Political Science at the Hungarian Academy of Sciences as well as an assistant professor and Director of the International Studies MA Program at the University of Pannonia Kőszeg Campus, where she was awarded a Jean Monnet Chair for European Solidarity and Social Cohesion (ESSCO). She is the Director of International Relations at the Institute for Social and European Studies (a Jean Monnet Centre of Excellence) which she helped to found. She was also the National and Regional Director of Ashoka: Innovators for the Public that supports social entrepreneurs. She frequently teaches abroad as well as works for the European Commission. Her areas of research are prefigurative and subterranean politics about new social and political movements, particularly in Eastern and Central Europe as well as in the Balkans, looking at the conjunction of the social and natural sciences in the study of complexity as it translates into social phenomena and change. Furthermore, she is very much interested in the transformation of education and the social sciences in response to global challenges.

Ferenc MISZLIVETZ

He is the Founder and Director of the Institute of Advanced Studies Kőszeg (iASK) as well as a Jean Monnet professor and full professor at the University of Pannonia. He is a scientific advisor from The Centre for Social Sciences in the Institute for Political Science at the Hungarian Academy of Sciences. He developed the project on Creative Cities and Sustainable Regions embedded in the KRAFT Centre at iASK. His research interests include democracy, civil society, Central European and European Studies, globalization and sustainability. He has taught and conducted research at various universities in Europe and the United States, including the University of Bologna and Columbia University in the City of New York. He is the Founder and Director of the board of the Institute for Social and European Studies Foundation (a Jean Monnet European Centre of Excellence). Since 2012, he has served as the President of the Social Sciences unit of the Hungarian UNESCO Committee and holds a UNESCO Chair in Cultural Heritage and Sustainability in Kőszeg. He has received numerous awards, including the Hungarian Order of Merit of the Civilian Order (2021). His major works include *Illusions and Realities: The Metamorphosis of Civil Society in a New European Space*; *Central Europe Ante Portas: A New European Order?*; and *Reframing Europe's Future: Challenges and Failures of the European Construction*.



Miklós SZÓCSKA

Professor Miklós Szócska graduated from the Faculty of Medicine at Semmelweis University (SU) in 1989. He holds a Master's degree in Public Administration from the John F. Kennedy School of Government at Harvard University (1998) and a PhD from SU in the field of change management (2003). After graduating at SU, he and his colleagues initiated the creation of the Health Services Management Training Centre (HSMTC) (officially established in 1995). Between 1995 and 2000, he served as the Deputy Director and in 2000 was appointed as the Director of the Centre. Between 2010 and 2014, Dr. Szócska served as the Minister of State for Health of the Hungarian Government. Since 2014, he has been serving once more as the Director of HSMTC and became responsible for the Institute of Digital Health Sciences at SU. In 2016, he was nominated by the Hungarian Government for the position of Director General at the World Health Organization (WHO). In July 2019, he was appointed as the Dean of the Faculty of Health and Public Administration at Semmelweis University.



Speakers, moderators:

Szilvia ÁDÁM

She is a sociologist and economist who obtained her PhD in Clinical Medicine at the Semmelweis University. She is an associate professor at the Centre for Social Care Excellence and a supervisor at the Doctoral School of Mental Health Sciences at Semmelweis University. She taught medical sociology at the Institute of Behavioural Sciences before joining the Health Services Management Training Centre at Semmelweis University where she teaches organisational development, management and leadership. She has been conducting research in the fields of organizational psychology, health sciences and clinical medicine, e.g. work-family conflict, burnout, stress, the psychobiology of gender differences in well-being, chronic abdominal pain in children, as well as how psychosocial and socioeconomic correlate with mathematical anxiety.

Gyöngyvér BALOG

She is the co-founder of Impact Design, a full service design agency partnering with mission-driven organizations and Impact Box. Her communications career took her to Africa and the Middle East while working for the UN. Her life-changing encounters on these missions inspired her to found her social enterprise. Her mission with Impact Box is to provide a sustainable source of income and pride to underprivileged communities. With her team, they have already expanded the impact of dozens of local and regional organizations.

Richard BAVLSÍK

He is a public policy expert, researcher and student in the field of marketing at the Doctoral School of Business and Management at Corvinus University of Budapest. Regarding his occupation, currently he is an associate of the state-owned Express Innovation Agency, established for the professional support of the National Research, Development and Innovation Office (NRDIO), where he helps to foster Hungarian innovation and a startup ecosystem as an expert. Furthermore, he participates in ongoing doctoral studies in the field of business communication with his research topic of customers' participation in distinct economic processes. Regarding this, his main emphasis is on the democratization processes of the market as well as the phenomenon of value co-creation between firms and customers. His original field of study is Political Science, from which he has both a BA and MA degree. Previously he worked in the private sector as a consultant for both international and domestic firms, helping them achieve their goals in public affairs.

Éva BÓDY

She is a human resources manager, cognitive behavioral therapy consultant, lecturer and curriculum developer from the Social Leadership Knowledge Center at Semmelweis University. Her areas of teaching are the system of social services, the analysis of new social service content, as well as the development and integration of cross-border services.

Éva worked in the fields of health and social care in the management of psychiatric patients as well as in organizational management as head of the department in the ministry. She has practical experience in various fields of health and social services, namely psychiatric day hospitals, psychiatric day care, developmental education and community care. The goal of her teaching is to strengthen networking among the leaders of social services as well as promote and support sustainable, needs-based services. Éva has additional experience as an advisor, subject-matter expert and team leader in European Union tenders in the social services sector. Her areas of expertise are the development of an integrated services model, labor market services, management training and the methodological development of social benefits. She is a member of the Socio-KRAFT research team in Kőszeg, whose research focus is to strengthen social resilience by developing social service providers as well as creating opportunities for organizational and community innovation by connecting service providers in the Western Transdanubia region.

Zsolt BUGARSZKI

He is an associate professor at Tallinn University as well as founder of the Social Entrepreneurship Incubation Program in Estonia and Singapore who started his career as a social worker and social policy-maker in community mental health services. He has been credited with one of Budapest's pioneering community-psychiatry initiatives, namely the development of services provided by the Soteria Foundation, which is now an integral part of the capital city's care system. In 2013, he moved to Estonia, where his professional interests turned to social innovation, startup ecosystems and social entrepreneurship. In 2017, he founded the MA Program of Social Entrepreneurship at Tallinn University and in 2020 the Social Entrepreneurship Incubation Program, which he currently runs in Tallinn and Singapore.

Lucia CSABAI

Her work is characterised by the intersection of community development, social policy and special educational needs. Her priority area is the development of community-based inclusive social services. She has extensive practical and research experience in this field, moreover, has been an active member of the Hungarian Association for Community Development since 2012. She will defend her doctoral thesis in June (at ELTE's Doctoral School of Sociology in Budapest) on the process of community inclusion of persons with psychosocial disabilities. Since last year, she has been working at the Institute of Special Needs Education for People with Atypical Behaviour and Cognition in the Bárczi Gusztáv Faculty of Special Needs Education of ELTE. She is also the professional leader of the ACCESS to Leisure project (one of the Erasmus+ programmes) run by the Hand in Hand Foundation.



Alexandra CSER

CEO of SkillToGo, trainer, resilience expert. In the past 15 years she held trainings and workshops in resilience, positive leadership, energy and stress management, cultural change, positive identity, and mindfulness with a positive psychology background. During this time, she supported many large, medium, and small companies in various projects and trainings as a consultant and trainer, in Hungary and internationally. She maintains a working relationship with the most well-known researchers of positive psychology to this day, and regularly develops herself in international programs. She is an IAF Certified Professional Facilitator. Since February 2021, she has been a lecturer in Positive Psychology in Management at the Budapest Metropolitan University.

James CROWE

He has been President of the European Association of Service Providers for Persons with Disabilities (EASPD) for 6 years. The Association has over 130 direct members and a wider network of over 15,000 organisations across 33 European countries. It strives to make high-quality services available for all children and adults with disabilities that are centred around individuals as well as promotes their full participation and inclusion in society. He was the director of an umbrella body in the field of intellectual disability in Wales for 30 years. He established and ran independent advocacy services in institutions in Wales and led an information, training and consultancy service on working with people with intellectual disabilities. In 2019, he undertook a consultancy project with the United Nations Development Programme to work in Northern Macedonia with government as well as social care agencies, managers and staff to prepare plans for the deinstitutionalisation of two institutions. He represents EASPD on the Disability Platform of the European Commission. He has served as an advisor to the Welsh Government in many advisory groups and committees. He formerly chaired disciplinary panels for nurses and for social care workers. He has been a volunteer working with disabled young people, a school governor, a trustee of an adoption agency, a supported living services provider as well as a founder trustee of a children's umbrella organisation and a supported employment agency. He is a passionate advocate for the rights of disabled people to ensure they have greater control and a voice over key decisions in their lives.

Gábor CSÓTI

He is a strategist in the field of knowledge and innovation as well as a founder of the GAMECHANGERS Community. He holds an MSc in electrical engineering, microelectronics and technology as well as an MBA in human resources and quality management. He is also a consultant in digital transformation, innovation management and organisation development. Previously, he initiated BusinessLab and Hungary's Most Excellent Companies Programme as well as has worked as a registered international practitioner of the highly successful Investors in People Standard and accreditation framework.

Currently he is chief of OD consultancy and customer relations at p2m Consulting as well as a strategic partner of the Wellbeing Association, where he leads the implementation of a novel wellbeing assessment framework at partner companies. He is deeply committed to promoting business excellence and enabling future competitiveness; sharing the best organisational practices; establishing a sustainable, future-proof organisational environment; developing networks of knowledge creation; supporting innovation; and improving the general business culture in Hungary. He is a frequent guest speaker at various higher education institutions.

Katalin GALAMBOS

She is a special educational needs teacher and employment counsellor who aims to build bridges between different sectors and the non- as well as for-profit spheres in order to facilitate the full and effective participation of persons with disabilities on an equal basis in society. She has finished her studies at the Doctoral School of Education at Eötvös Loránd University. Her current research areas are sustainability, operational resilience and service networks in the social sector. She is writing her dissertation on the evolution of social enterprises in Hungary having graduated with a BA in 2009 and later with an MA from the Bárczi Gusztáv Faculty of Special Needs Education. She worked as a peripatetic special educational needs teacher at a special education institution before applying her practical experience as a Policy Officer for Disability Affairs in the Department of Disability Affairs at the Ministry of Human Capacities and as a co-leader for a social organization. Her primary goal was to fulfil the implementation of the rights, ensure social integration and provide equal access to services of persons with disabilities. She obtained her qualification as an employment and careers counsellor in order to support both the employment of persons with disabilities and effective lifelong planning. She has been a university lecturer at ELTE's Bárczi Gusztáv Faculty of Special Needs Education since 2012.

Louise GRANT

She is the Executive Dean of the Faculty of Health and Social Sciences. Having qualified with a degree in Applied Social Sciences and as a social worker in 1987, she spent the first 15 years of her career working as a social worker and team manager in Child and Family Social Work. Louise became an academic in social work in 2008 and has concentrated upon compiling curricula in Higher Education to ensure students are prepared with evidence-informed approaches for the realities of professional practice. Her research focus is on improving the working conditions of social workers and others in the helping professions. She has written extensively concerning the organisational and individual resilience of social workers as well as has worked on developing practical systems which help professionals to thrive.

Her recent work has focused on developing and evaluating strategies to enhance the personal resources underpinning emotional resilience at an individual level, developing organisational resilience and designing a competency framework to help social work managers support resilience and wellbeing amongst their staff. She co-edited the book “Developing Resilience for Social Work Practice” as well as has published widely in peer-reviewed journals and in professional social work outputs.

Péter JUHÁSZ

He is a teacher and core group member of the Social Care Executive Training Centre at Semmelweis University. Educated as a lawyer and pedagogue, he worked in public administration for a lengthy period of time, as a professional advisor and then as the head of the Department of Disability Affairs. He has been teaching disability policy in the Faculty of Special Education at Eötvös Loránd University for almost ten years. He teaches and develops curricula at Semmelweis University as part of the Social Care Executive Training Programme, Social Service Management postgraduate specialization programme as well as BSc and MSc programmes in the Faculty. He is a PhD student whose research topic concerns some aspects of the national implementation of the UN Convention on the Rights of Persons with Disabilities. As a member of the KRAFT research team, his research area is strengthening social resilience by developing social service providers, creating organizational and community innovation opportunities in the Western Transdanubia region.

Róbert KÁNYAI

He is the Director of the Unified Health and Social Institution Győr (EESZI). In 2004 he graduated from the Apáczai Csere János János Teacher Training College of NYME as a social pedagogue and cultural organiser. In 2006 he started working at EESZI as a social and mental health worker. In 2010 he successfully passed the final exam at the Master of Human Resource Counselling at the University of West Hungary. In the meantime, the EESZI underwent an organisational change and since 2011 he has been in charge of the HR and Project team of the organization. His management goals were to develop an efficient workforce management, to attract and use grant funding efficiently and to develop the brand name of the institution ‘EESZI brand’. Since 2017 he is the director of EESZI. The institution is continuously developing and plays a key role in the professional development of social care in Győr and in the national and international elderly care sector. According to his opinion, an institution is successful if it not only performs its basic tasks, but it is also an active part of the community of institutions, organisations and businesses operating in the city and plays a key role in its operation. As a director he believes that results can only be achieved with the right managerial approach, the involvement of committed professionals and an organisation that can develop.



Gail KINMAN

She is a Chartered Psychologist as well as a Fellow of the British Psychological Society and Academy of Social Sciences who is an occupational health psychologist with extensive experience in research and practice. Gail's interests mainly focus on improving the working conditions and wellbeing of people who do emotionally demanding work such as health and social care professionals, prison officers and academics. She is currently working with health and social care professionals to develop and evaluate systemic approaches to building emotional resilience. Gail also has a long-standing interest in work-life balance as well as the individual and organisational characteristics required to work remotely in a healthy and sustainable way. She is currently working on several research and consultancy projects in this area as well as with several organisations such as the Society of Occupational Medicine, Royal College of Nursing, Prison Officers Association and Education Support Partnership on several projects to improve the wellbeing of employees. She has published numerous research papers, reports and chapters of books as well as is regularly invited to deliver keynote talks on her research and deliver training sessions.

Eszter KOVÁCS

MD, co-owner of SkillToGo, physician, psychologist. After 20 years in medicine, she changed careers and gained significant experience as a trainer and consultant. She has been involved in a variety of projects in a wide range of business areas while also meeting many different cultures. Around 2000, she learned about the science of Positive Psychology, which made her and her trainer team the first ones in Hungary to translate the insights of Positive Psychology into practice – not only in the field of business. She maintains a personal relationship with well-known American researchers of the field. Her mission is to spread Positive Psychology nationwide. From the beginning on, she has been the organizer of the Hungarian Positive Psychology Conferences, she has translated several books, and she is the expert consultant of the Positive Psychology in the Classroom program designed for teachers.

Gábor LÉVAI

He is an economist and coach who started his career in the banking sector in 1995, founded a temporary employment and consulting company in 2000 as well as led the Hungarian Leasing Association between 2006 and 2016. In 2012, he founded Civil Support, which later became the first Certified B Corporation in Hungary. Since then, he has been involved in the development and social impact measurement of non-profit organizations and social enterprises. Since 2018, he has been a regional franchise partner of the German GREEN BRANDS Organisation in Central and Eastern Europe as well as a small-scale investor in several social enterprises. From 2021, with the renewal of Civil Support, he established Scale Impact Nonprofit Kft. with the involvement of impact investors, which deals with the development of the resilience of social organizations and the strengthening of nonprofit-corporate partnerships.

Anikó MAGASHÁZI

She was awarded a PhD in Economics from the International Relations Multidisciplinary Doctoral School at Corvinus University of Budapest before becoming involved in academic research following 20 years of experience in regional development and the financial sector in Hungary as well as Austria. Her research was assisted by short-term scholarships spent in Kőszeg between 2014 and 2016. Since 2017, she has been a permanent member of staff at iASK to foster the development of international relations and is a member of the Strategic Cabinet at the same institute. Her research interests include globalization and regional development in Central European and Southeast Asian countries as well as lectures as part of the International Studies MA programme at the University of Pannonia Kőszeg Campus. Her recent book “Singapore Globally Entangled – Lessons for Central Europe? Epilogue on Covid-19 Impacts” was published in 2021.

Stefano MARTA

He currently coordinates the Programme “A Territorial Approach to the Sustainable Development Goals,” which supports cities and regions in implementing the SDGs in various OECD and partner countries, as well as coordinated the OECD project on “Reshaping Decentralized Development Cooperation.” Stefano previously led the initiative “Adopting a Territorial Approach to Food Security and Nutrition Policy,” jointly developed by the Food and Agriculture Organization (FAO) of the United Nations, OECD and UNCDF. He also worked on various other projects, including on urban-rural linkages in Morocco and on territorial indicators in Tunisia. Prior to joining OECD, he worked at FAO on the territorial approach to food security and nutrition policy.

Ágnes MOGYORÓSSY

She is an MBA, managing director, executive and business coach who studied at the Budapest University of Technology and Economics and the University of Debrecen. She graduated as a business coach from Budapest Metropolitan University as well as deals with the development and business coaching of leaders and entrepreneurs. Her main research areas are time management, work-life balance, delegation, stages of leadership development and mapping of behavioral patterns. She also wrote a book on the subject in 2020 entitled “Inspiring Leader.”

Ákos NAGY

In terms of his education, he started with political science before moving towards management sciences with a special interest in the paradigm of responsible management and interorganizational collaboration. He previously participated in research and consulting projects before turning his attention to the non-profit sphere, especially to organizations dealing with local community development and education as well as to social enterprises.



His long-term goal is to develop joint decision-making as well as resource and knowledge sharing between organizations working in similar fields, the precondition of which he considers to be the building of social trust. He is currently combining these experiences as part of his doctoral studies at Corvinus University of Budapest, researching the principles of responsible management as well as participatory strategy planning.

Dániel OROSS

He has a PhD in political science who graduated from the Institute of Political Sciences at Eötvös Loránd University in 2009 and received his doctorate from Corvinus University of Budapest in 2015. Since 2011, he has been a research fellow at the Centre for Social Sciences in the Institute for Political Science at the Hungarian Academy of Sciences. He has been a member of the Steering Committee of COST Action (CA17135 BE) “Constitution-making and deliberative democracy” since 2018 and served as Vice-Chairman since 2022. He is an editorial board member of the Studies in Political Science as well as the Bibó Review of Law and Political Science. He gained teaching experience as a lecturer in the Institute for Political Science at Bibó István College for Advanced Studies and as a Fulbright Research Fellowship lecturer at Hartwick College (Oneonta, NY, USA).

Zsolt RUSZKAI

He is an expert on Social Policy from Hungary. Over the last 10 years, Zsolt has designed labor market programmes implemented by non-governmental organisations and covered support for vulnerable people for LM integration. In this field, since the programmes by his team have supported more than 700 social enterprises with grants and refundable financial resources, he has witnessed the development of many social enterprises as well as the demise of others. He has worked in related ministries as a planning advisor (ESF, ERDF) so can contribute towards the work of the platform from governmental and supporter/investor points of view. Nowadays, Zsolt is the director of an integrated local social services centre, manages a team of 180 social workers and leads the Hungarian branch of SEIP.

Tímea SERES-PITTLIK

She is a sociologist, social policy expert, lecturer and curriculum developer at the Social Leadership Knowledge Center of Semmelweis University in Budapest. Her teaching areas are ethical organizations and ethical leadership, methods and tools of advocacy and alignment for leaders, as well as social services innovation and development. She worked as the head of department at the ministry and actively played a leadership role in administration within the social services sector. Tímea gained professional experience in several fields of the social services sector, namely child welfare, support services, elderly care and integrated institutions as well as coordinates institutional management programs and student internships. The goal of her teaching activities is to develop, promote and support networking among the leaders of the social services sector.



She has additional experience as a professional consultant and team leader in European Union programmes implemented in the social services sector. Her areas of expertise are the introduction of new social services, management training and methodological development of social services benefits. She is a member of the Socio-KRAFT research team in Kőszeg, whose research focus is on strengthening social resilience by developing social service providers as well as creating opportunities for organizational and community innovation by connecting service providers in the Western Transdanubia region.

Blanka STØREN-VACZY

She is an associate professor and social politician who graduated from the Faculty of Social Sciences at Eötvös Loránd University in Budapest with an MA in Social Policy. She earned her doctorate in sociology and specialised in social policy at the same institute. As a researcher, her primary field of interest is the different aspects and forms of social exclusion and inclusion. Over recent years, she has paid particular attention to research into the digitization of welfare services. Dr. Støren-Vaczy has 25 years of professional experience in the field of vocational rehabilitation and social integration as well as worked on several European and national projects as a project manager, professional consultant/expert and researcher. She is currently a lecturer and researcher in the Faculty of Social Sciences at Oslo Metropolitan University (OsloMet) and a permanent guest associate professor in the Faculty of Social Sciences at Eötvös Loránd University who has been living in Oslo, Norway for the past eighteen years.

Mariann SZABÓ

She is an economist and holds a Summa Cum Laude PhD in economics from the Doctoral School of Business and Management at Budapest University of Technology and Economics. Currently she is a researcher at the Institute of Advanced Studies Kőszeg as well as an assistant professor in the Department of Environmental Economics and Sustainability at Budapest University of Technology and Economics. Since September 2016, she has been a member of the 'KRAFT' project team as the leading expert of the Interreg Europe - Local Flavours Project (topic: cultural heritage valorisation for regional development), where the Institute as a Lead Partner coordinates activities within a partnership of 9 institutions in 8 countries. She is a member of the scientific project management team of "The Insula Magna - Complex Water Management and Sustainable Development Program" as well as project leader of the 'Bakony Social Innovation Project' of the Veszprém-Balaton 2023 European Capital of Culture Programme. Her main research areas are related to regional economics and sustainable development, more precisely to sustainable territorial and regional development (Local Economic Development (LED), Regional Resilience and Planning for the Rehabilitation of Brownfield Sites).



Tünde ZAKOR

Psychosocial risk assessment and stress management expert
LifeControl Center

She works as an expert in psychosocial risk assessment and stress management as the founder of the LifeControl Center, which aims to raise awareness of the negative consequences of stress and implement stress management solutions at both the individual and organizational levels. She first graduated in 1997 from the Faculty of Health at the University of Debrecen with a degree in social work. In 2018, she received a BA in Business Communication from Budapest Metropolitan University and graduated as a business coach in 2020. Having worked for more than 10 years in corporate communications, she turned to stress management solutions. In 2010, she became a Williams LifeSkills facilitator. In 2012, she joined the Work Related Stress and Stress Management Research Group as an external member in the Institute of Behavioral Sciences at Semmelweis University. She participated in the adaptation process of the Copenhagen Psychosocial Risk Assessment Questionnaire into Hungarian and supported the Hungarian Work Stress Survey implemented from 2013-14 as an online project coordinator and spokesperson. Since then, she has been actively pursuing risk assessment and stress management projects at both the organizational and individual levels. She regularly holds motivational lectures, skills development training sessions, workshops and individual coaching sessions on stress, burnout and resilience as well as promotes stress awareness by participating in social media campaigns and making regular media appearances.



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