

Professional Profile – Ivona Erdeljac Senkas

Fields of Expertise:

- Psychology and business psychology
- Mental health of youth and adults
- Nonviolent communication and conflict resolution
- Emotional intelligence, resilience, and interpersonal skills development
- Personal/business skills, soft skills
- Socio-economic empowerment and employability
- Teamwork, leadership, and team management
- Education, facilitation, and program development for personal and professional growth

Organizational and Managerial Capacities:

- Strategic development of the organization, management of organizational resources
- Program and project coordination
- Development and writing of project proposals (fundraising)
- Budgeting and program activity monitoring
- Partnership development and cross-sectoral collaboration with institutions and organizations
- Promotion and public positioning of the organization

Formal Education:

- Bachelor of Business Psychology, Department of Business Psychology, Faculty of Management and Business Economics, University of Travnik
- Completed 4 semesters at the Faculty of Philosophy, University of Tuzla, Department of Psychology/Pedagogy

Certifications/Trainings:

- Certified Trainer of Nonviolent Communication (Center for Nonviolent Communication, Albuquerque, USA)
- Certified Trainer of Xpert Personal Business Skills (Xpert Examination Center, Düsseldorf, Germany)

Experience in Facilitation and Education (selected recent trainings, workshops, lectures):

- 2025**
- **Healthy Psychological Boundaries** – workshop for unemployed women
 - **Emotional Intelligence and Resilience** – workshop for unemployed women
 - **Stress Management** – workshop for unemployed women
 - **Techniques for Preventing Stress and Burnout** – workshop for young peer counselors
 - **Teamwork and Successful Communication in Teams** – training for the pedagogical team of the “Inclusive Community Development Kiseljak” project (Tuzla Community Foundation)
- 2024**
- **Peer Counselor Training** – youth training
 - **Mental Health of Youth** – workshop for young people

- **Workshop Planning and Implementation** – training for young peer educators
 - **Communication and Empathy Skills** – training for helping professionals
- 2023**
- **Personal and Professional Skills** – training for socio-economic empowerment of unemployed women
 - **Business Communication** – training for adults
 - **From Homeostasis to Stress and Back** – lecture for students at the international (bio)medical symposium – Tuzla Brain Week
 - **Social and Professional Skills / Soft Skills** – workshop for *Virgin Puls* company
 - **Communication and Empathy** – training for adults and helping professionals
 - **Public Speaking and Professional Correspondence** – training for youth
 - **Round Table Preparation and Facilitation** – training for youth
- 2022**
- **Team Building** – workshop for employees of the Ministry of Trade, Tourism and Transport of Tuzla Canton
 - **Impact and Consequences of the COVID-19 Pandemic on Youth Mental Health** – lecture for medical high school students, Tuzla
 - **Advocacy and Application of Nonviolent Communication** – workshop for youth/volunteer
 - **Personal and Professional Skills** – training for unemployed women
 - **Employability Skills** – training for unemployed women
- 2021**
- **Depression Among Youth** – interactive lecture for student council members
 - **Youth Mental Health** – workshops for youth/volunteers of the project “Youth Agents of Social Change”
 - **Nonviolent Communication: Being at Peace with Yourself and Others** – workshops for youth/volunteers
 - **Developing a Helping Relationship – workshop for outreach workers supporting migrants** (Community Services Center PUŽ, Tuzla)
- 2020**
- **Career Counseling** – individual support and workshops for unemployed women, City of Živinice
 - **Negotiation, Discussion, Argumentation** – Personal and Professional Skills (Xpert) – training for unemployed women
 - **Conflict Resolution** – Personal and Professional Skills (Xpert) – training for unemployed women
- 2019**
- **Nonviolent Communication** by M. Rosenberg – assistant at the International Intensive Training (IIT) in Slovenia
 - **Empathy in Contact with Self and Others** – psychoeducational sessions for minors and young adults in the Correctional Facility, Orašje
 - **Application of the Nonviolent Communication Model in Work with Youth in Conflict with the Law** – training for professionals
- 2018**
- **Communication and Social Change** – psychoeducational workshops for unemployed women, Živinice

- **Introduction to Nonviolent Communication** – presentation at Tuzla Psychology Days, University of Tuzla
- **Interpersonal and Communication Skills** – training for young men, beneficiaries of the “Land of Children” association, Tuzla
- **Nonviolent Communication in Preventing Gender-Based Violence** – training for secondary school staff in Tuzla Canton
- **Nonviolent Communication as a Tool for Exercising Rights and Mutual Respect** – training for youth
- **Donor Negotiation** – workshop for members of the Center for Education and Training, Tuzla
- **Working with Abused and Neglected Children** – training for professionals from SOS Children's Villages BiH
- **Application of Nonviolent Communication in Work with Traumatized Children** – training for professionals from SOS Children's Villages BiH

Publications and Articles:

- Suicidal Thoughts, Eating Disorders, Depression, Anxiety – Everyday Life of Youth in BiH, web article, September 2021
- The New “Normal” and the Deteriorating Mental Health of Citizens, web article, December 2020
- The Need for Psychological Safety Is Greater Than Ever, web article, November 2020
- Increase in Anxiety and Depression, Violence, Divorce, and Risky Behavior Among Children in BiH, web article, September 2020
- Application of the Nonviolent Communication Model in Work with Youth in Conflict with the Law – Manual for Professionals (2019)
- Nonviolent Communication – article in Amica Educa Monograph (2016)
- Childhood Sexual Abuse – article in Amica Educa Monograph (2016)