



THE-ICE ...

MUCH MORE THAN JUST AN ACCREDITATION AGENCY

FIND OUT MORE

THE-ICE 13th IPoE Forum 2019
Presenter: Roundtable Workshop Series
Session One: Global Mind Monitor

Dr Ankie Hoefnagels

Research Director, Hotel Management School Maastricht, The Netherlands



Ankie Hoefnagels is currently Research Director at Hotel Management School Maastricht and program leader of the Global Minds program at the Research Center for International Relationship Management. Her professional interest and expertise is heavily inspired by the effects of globalization on service delivery in the hospitality and tourism industry. She enjoys developing new courses and research projects with co-authors and in co-creation with industry partners. Ankie has recently successfully developed two educational tools to enhance students and staff's global mindset: the Global Mind Monitor and the Curious People blog platform. The Global Mind Monitor, an online learning environment to support international learning outcomes, is now used by more than 8,000 users at 6 universities. Ankie's publication record covers, among others, a textbook about intercultural communication in the hotel and tourism industry, multiple book chapters and an award-winning paper in the Journal of Service Management (500+ citations).