

# Psycho-social skills for a sustainable management

**Speakers:** Caroline Prodhon and Yogan Le Fouler-Barthel

2 ECTS

## Description

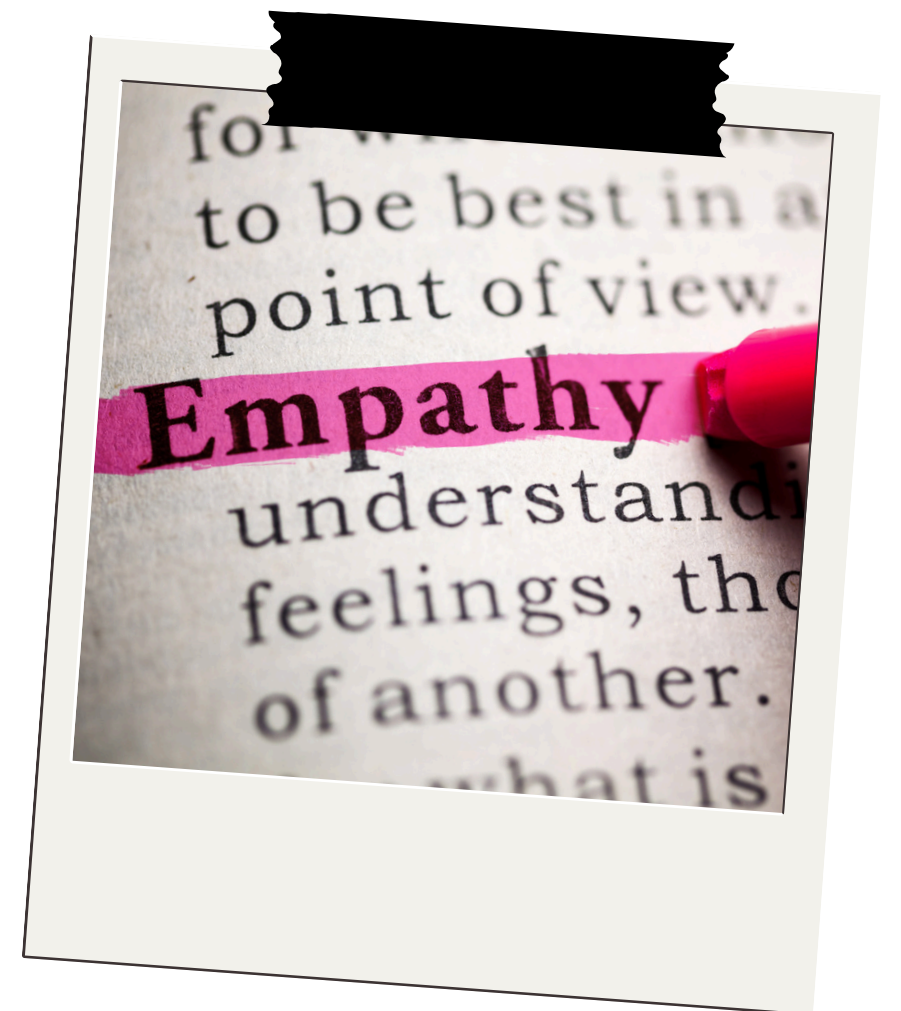
Responsible and sustainable management is a management approach aimed at establishing a healthy and ethical work environment, as sustainable practices aim to protect and preserve our natural surroundings. It emphasizes self-knowledge, self-awareness and balanced interpersonal relationships to create a climate of trust and respect, mirroring the importance of environmental consciousness and responsible resource management. This approach target collaborative efficiency implying engagement of all stakeholders, creativity and employee well-being, and tends to reduce turnover.

More precisely, we are interested here in the importance of human capital, in particular through the development of psycho-social skills:

- **Emotional intelligence and empathy:** The ability to hear, understand and manage one's own needs and emotions, as well as those of others along with their mental state.



- **Roles and responsibilities assignment:** The ability to identify the capabilities beyond skills and to clearly define the spectrum of action and responsibility of employees.



- **Responsible and assertive communication:** The ability to communicate clearly and respectfully, to actively listen to others while asserting one's own rights and needs to establish win-win relationships







- **Critical thinking**: The ability to objectively evaluate information and arguments, understand cognitive biases, intersubjectivity and automatisms, and question beliefs and perceptions.

- **Stress Management**: The ability to deal with stress and anxiety constructively using relaxation and emotional management techniques.



- **Relationship Management**: The ability to detect judgments and affects in communication, establish and maintain healthy relationships with others, including conflict resolution.

- **Decision making**: The ability to make decisions by rationalizing perceptions, evaluating available information, weighing options, and anticipating consequences.



- **Respect for diversity**: The ability to recognize, accept and value cultural, social and individual differences.