

Psycho-social skills for a Sustainable management

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.

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