

Identification of Human-Centered Competencies in Contemporary Managerial Practice

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Abstract

The contemporary work environment places increasing demands on managers in the area of interpersonal conflicts and effective communication under pressure. Human-centered competencies are coming to the fore, emphasizing the importance of emotional regulation, high-quality interpersonal communication, psychological resilience and a reflexive approach to managerial practice. The aim of the paper is to identify selected human-centered managerial competencies and based on theoretical foundations to propose a conceptual competency framework. The paper follows an interdisciplinary approach, connecting management, organizational behavior and communication psychology. A pilot study conducted on a sample of 85 respondents working in management and business practice was aimed at assessing the significance of competencies that managers and entrepreneurs consider important for effective functioning in the current work environment. For the purposes of pilot empirical verification, an author's assessment tool was created based on the theoretical foundations and the identified dimensions of human-centered managerial competencies. The results show a high level of significance of all monitored competencies and thus represent a starting point for the design of a human-centered competency framework and for the further development of innovative training for managers.

Keywords: managerial human-centered competencies, competency framework, management, intercorrelations

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