

LEADERSHIP SKILLS FOR A HUMAN-CENTRIC WORKPLACE

GATHERED FROM A GLOBAL NETWORK OF LEARNING LEADERS JUST LIKE YOU

A **human-centric workplace** invests in the well-being and professional development of its people, increasing employee engagement and retention.

Cultivate a human-centric workplace by ...



Forging valuable relationships with employees.



Positively impacting company culture.



Leaders who develop **effective soft skills** transform their organization into a [psychologically safe](#) environment.

Let's look at the [skills leaders](#) need to promote a people-focused work environment.

AGILITY

Agile leaders thrive in the face of uncertainty and equip their employees with the skills to adapt and respond to change.



This can help ...



[Prevent burnout.](#)



Strengthen employee well-being.

Agile leaders are resilient, flexible and adaptable.

CREATIVITY

Creativity sparks continuous [growth and improvement](#) to the workplace.

Creative leaders can **inspire** and empower their people to innovate and perform at their very best.



Creative leaders are solution-oriented, **aspirational** and insightful.

EMPATHY

Empathy in leadership can help create a **culture of understanding**.

Empathetic leaders understand employees' needs and acknowledge their emotions and perspective, **which can build ...**



Greater trust.



Connection among teams.



Empathetic leaders are **emotionally intelligent**, [self-aware](#) and compassionate.

INTEGRITY

Integrity is a commitment to doing the right thing, regardless of the circumstances.

Leaders with integrity align their actions with their words and admit when they are wrong.



Integrity can help leaders ...



Foster loyalty with their employees.



Build a healthy work environment.

Leaders with integrity are honest, loyal and **trustworthy**.

ACTIVE LISTENING

Let your employees feel heard. Active listening skills can help leaders ...



Give employees their undivided attention.



Listen to understand, not to respond.

This encourages a psychologically safe environment where employees can be their authentic selves at work.



Leaders who practice active listening can be great **mentors** and [coaches](#).

By practicing these skills, leaders can build a human-centric workplace that supports and empowers people to succeed and reach their full potential.



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