



Dra. Mavil Hidalgo(1)

National Experimental Polytechnic University of the National Armed Forces, UNEFA. Venezuela
hidalgomavil@gmail.com

<https://orcid.org/0000-0003-0627-5083>

Dra. Yennys Olivares(2)

National Experimental Polytechnic University of the National Armed Forces, UNEFA. Venezuela
yolivar965@gmail.com

<https://orcid.org/0000-0001-8764-018X>

How to cite this article: "Dra. Mavil Hidalgo y Dra. Yennys Olivares Sense And Meanings of Soft Management Skills in Organizations." (2023), (1,27)

Received: 06/05/2023 Revised: 07/05/2023 Accepted: 17/06/2023

Sense And Meanings of Soft Management Skills in Organizations

ABSTRACT

The main objective of this article is to understand the sense and meaning of the manager's soft skills in organizations. The research is based on a quantitative approach, using documentary review as the main technique through the literature consulted on relevant topics. From a philosophical perspective, the common threads of soft skills are explored, taking as reference the philosophers Plato, Socrates and Aristotle. The crucial role of ethics and values in strengthening managerial performance is highlighted, promoting production and competitiveness in organizations. In addition, the meanings of soft skills are examined from an organizational perspective, highlighting key aspects and characteristics for their effective application in organizations. The specific soft skills that a manager must possess will be deepened, recognizing the importance of interpersonal relationships both between individuals and with the work environment. Organizations are made up of people who share common objectives, which implies the presence of personal relationships in the work environment. The work teams are coordinated by managers, who play an integral role. In this context, the relevance of ontology and epistemology in relation to the dimensions of knowledge associated with soft skills is emphasized. In conclusion, it is highlighted that managers must have knowledge and mastery of skills such as empathy, effective listening, communication, leadership and conflict resolution. These skills are essential for the development and success of organizations in a dynamic and changing environment.

Descriptors. soft skills, managers, organizations, ethics, values, interpersonal relationships, ontology, epistemology, empathy, effective listening, communication, leadership, conflict resolution.

Biographical Review: (1) Associate professor with 23 years of university experience. Dr, PhD, Researcher. Exercising the management of the nursing career at UNEFA Núcleo Aragua. Author of the book: The strides of fire of the Venezuelan joropo. Participant of the International Congress of Research, Postgraduate and Extension UNEFA 2022 with the Presentation and Poster: Meanings and identities of the Venezuelan joropo. (2) University professor with the Headline category, researcher. Engineering and Law professional, with PhD studies in Educational Sciences and Management. Author of books Community Councils. A Sustainable Participatory Proposal, Relations and Social Representations of the University Professor, Critical Pedagogy in Venezuela. Holding the position of Head of the Research, Development and Innovation Area at UNEFA Núcleo Aragua.