Soft Skills

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| **Across**  **3.** The ability to assess and initiate things independently  **7.** The most important thing you can do during a critical conversation is to not pass  **10.** Hard skills get you the job but soft skills will help you  **11.** Intense and eager enjoyment, interest or approval  **12.** Studies have shown that more than half of communication is conveyed through? | **Down**  **1.** The action of leading a group of people or an organization  **2.** The imparting or exchanging of information or news  **4.** The competence or skill expected of a professional  **5.** Employees that organize their time well are able to effectively  **6.** The ability to make decisions quickly and effectively  **8.** The combined action of a group of people especially when effective and efficient.  **9.** When someone is speaking instead of thinking of your response you should be... |