WHAT ARE SOFT SKILLS?

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|  |  |  | A |  |  | 3  K | N | O | W | L | E | D | G | E |  |  |  |  |  |
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|  |  |  | 4  L | I | S | T | E | N | I | N | G |  |  |  | 5  P |  |  |  |  |
|  |  |  | C |  |  |  | R |  |  |  |  |  |  |  | O |  | 6  G |  |  |
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|  |  | 12  C | O | N | V | E | R | S | A | T | I | O | N |  | V |  | I |  |  |
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|  | 14  P | A | R | A | P | H | R | A | S | E |  |  |  |  | 15  S |  |  |  | P |
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| **Across**  **3.** Acquired facts and information  **4.** Paying attention to what one is saying  **7.** the loudness of a sound  **9.** I am sorry, for example  **12.** two or more people communicating are having this  **14.** to restate a customer's issue for clarity  **17.** Our occupation  **18.** choices  **19.** amiable  **20.** The act of conveying a message to others | **Down**  **1.** heartfelt; wholehearted  **2.** Keeping the customer on track  **5.** The opposite of negative  **6.** saying hello  **8.** the opposite of positive  **10.** resolving all concerns in one interaction  **11.** The part of your voice that should be positive  **13.** To relate to another's situation  **15.** To turn up the corners of one's mouth  **16.** the head of a group |