WHAT ARE SOFT SKILLS?

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  | 1S |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | 2C |  |  |  |  I |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  A |  |  | 3K |  N |  O |  W |  L |  E |  D |  G |  E |  |  |  |  |  |
|  |  |  |  L |  |  |  |  C |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | 4L |  I |  S |  T |  E |  N |  I |  N |  G |  |  |  | 5P |  |  |  |  |
|  |  |  |  C |  |  |  |  R |  |  |  |  |  |  |  |  O |  | 6G |  |  |
|  |  | 7V |  O |  L |  U |  M |  E |  |  | 8N |  |  |  |  |  S |  |  R |  |  |
|  |  |  |  N |  |  |  |  |  |  |  E |  |  |  |  |  I |  |  E |  |  |
|  |  |  |  T |  | 9A |  P | 10O |  L |  O |  G |  Y |  |  |  |  T |  |  E |  |  |
|  |  |  |  R |  |  |  |  C |  |  |  A |  | 11T |  |  |  I |  |  T |  |  |
|  |  | 12C |  O |  N |  V |  E |  R |  S |  A |  T |  I |  O |  N |  |  V |  |  I |  |  |
|  |  |  |  L |  |  |  |  |  |  |  I |  |  N |  |  |  E |  |  N |  | 13E |
|  |  |  |  |  |  |  |  |  |  |  V |  |  E |  |  |  |  |  G |  |  M |
|  | 14P |  A |  R |  A |  P |  H |  R |  A |  S |  E |  |  |  |  | 15S |  |  |  |  P |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  M |  | 16L |  |  A |
|  |  |  | 17C |  U |  S |  T |  O |  M |  E |  R |  S |  E |  R |  V |  I |  C |  E |  |  T |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  L |  |  A |  |  H |
|  |  |  |  | 18O |  P |  T |  I |  O |  N |  S |  | 19F |  R |  I |  E |  N |  D |  L |  Y |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  E |  |  |
|  |  |  | 20C |  O |  M |  M |  U |  N |  I |  C |  A |  T |  I |  O |  N |  |  R |  |  |

|  |  |
| --- | --- |
| **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 |