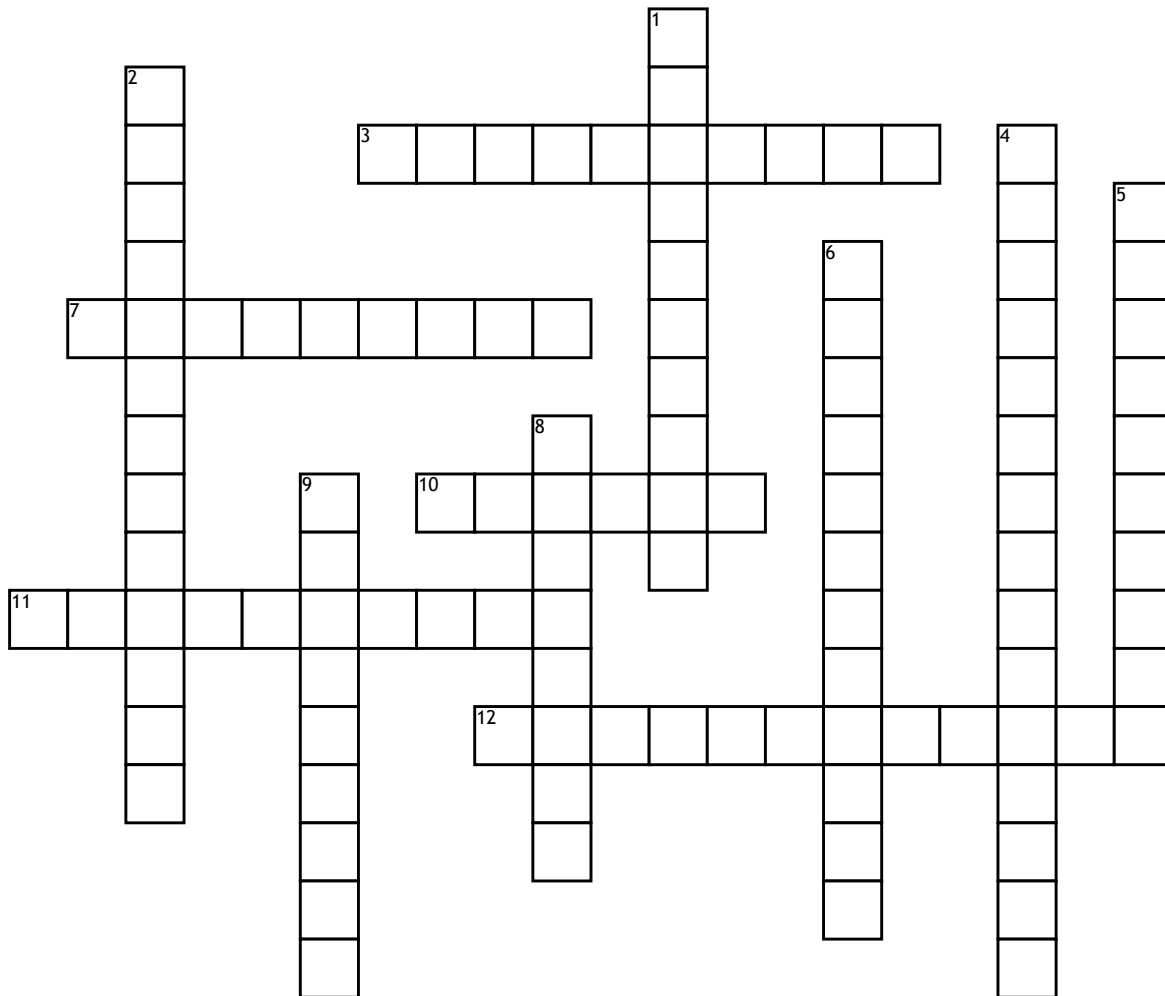


# Soft Skills



## 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...