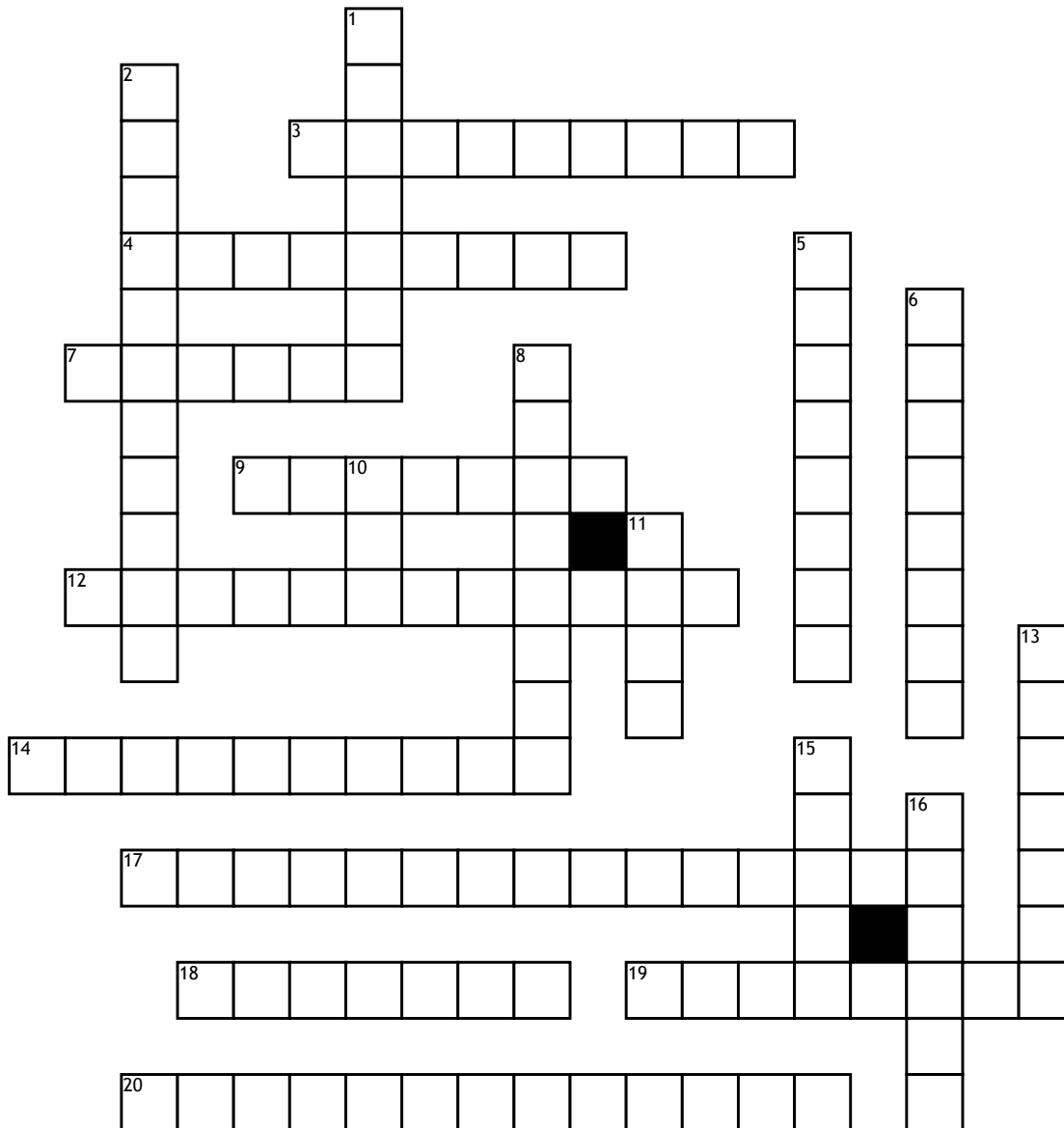


WHAT ARE SOFT SKILLS?



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

Down

- 1. heartfelt; wholehearted
- 2. Keeping the customer on track
- 5. The opposite of negative
- 17. Our occupation
- 18. choices
- 19. amiable
- 20. The act of conveying a message to others

Across

- 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