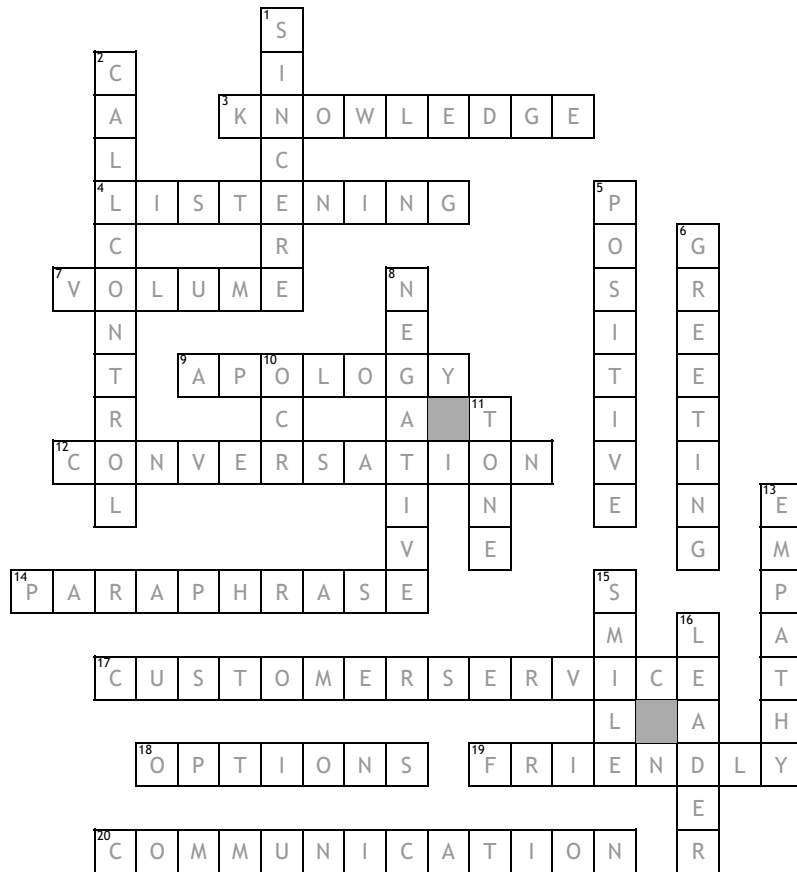


# WHAT ARE SOFT SKILLS?



## 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
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