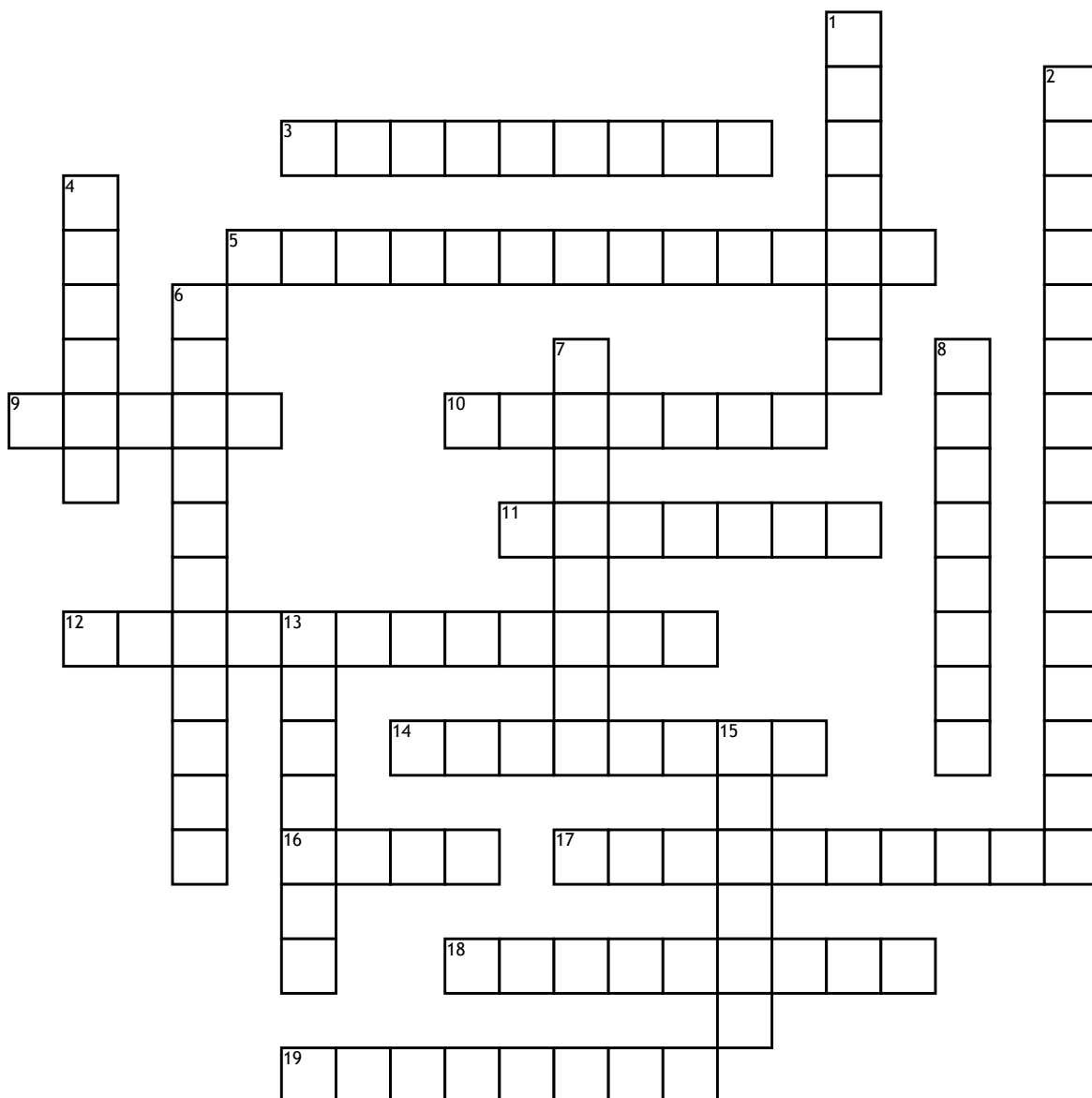


Name: _____

Date: _____

What Are Soft Skills



Across

3. Paying attention to what one is saying

5. the act of conveying a message to others

9. to turn up the corners of one's mouth

10. I am sorry, for example

11. heartfelt; wholehearted

12. two or more people communicating are having this

14. amiable

16. The part of your voice that should be positive

17. To restate a customer's issue for clarity

18. Acquired facts and information

19. saying hello

Down

1. choices

2. Our occupation

4. the loudness of a sound

6. keeping the customer on track

7. The opposite of negative

8. the opposite of positive

13. To relate to another's situation

15. the head of a group