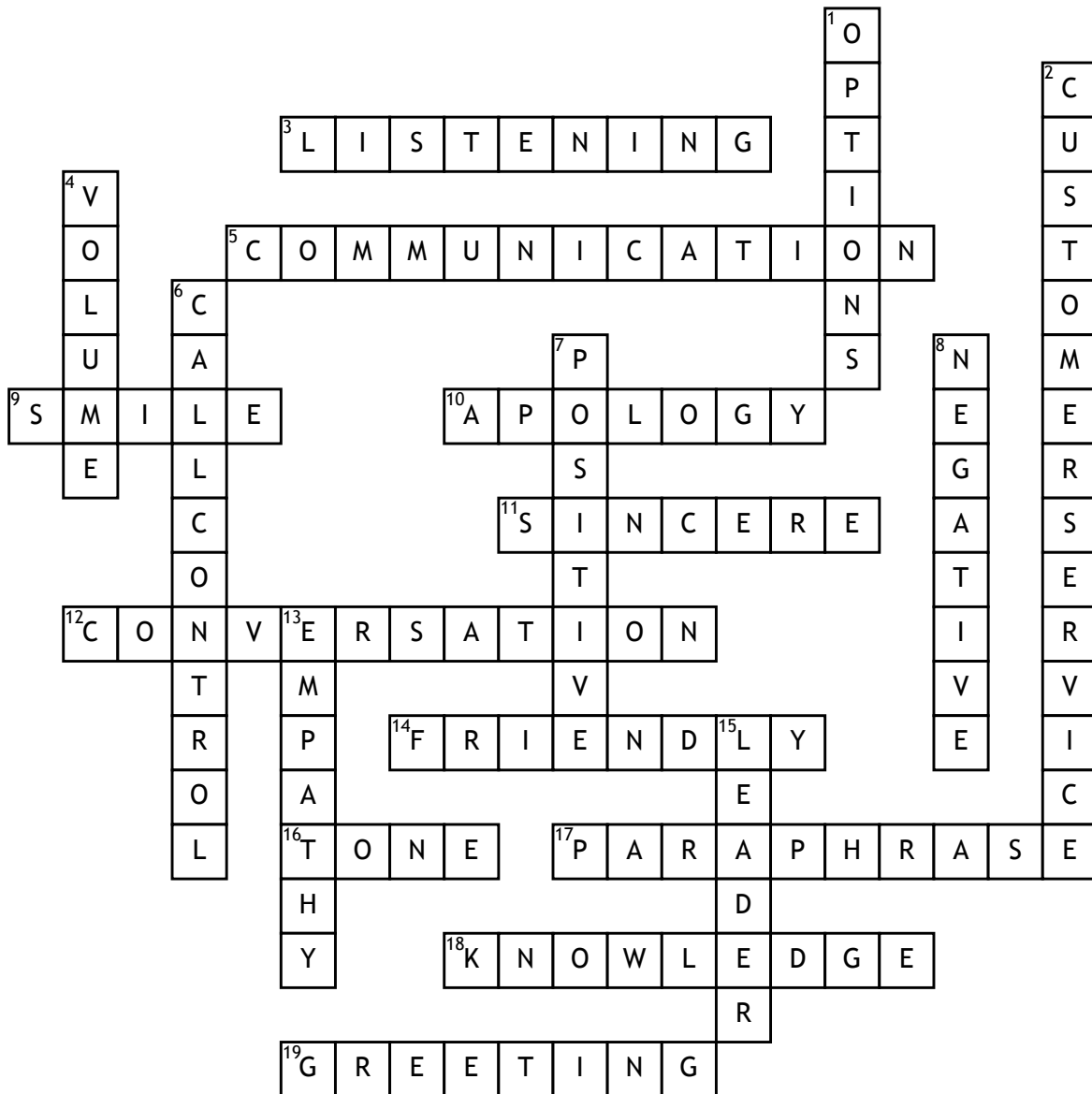


# What Are Soft Skills



## 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