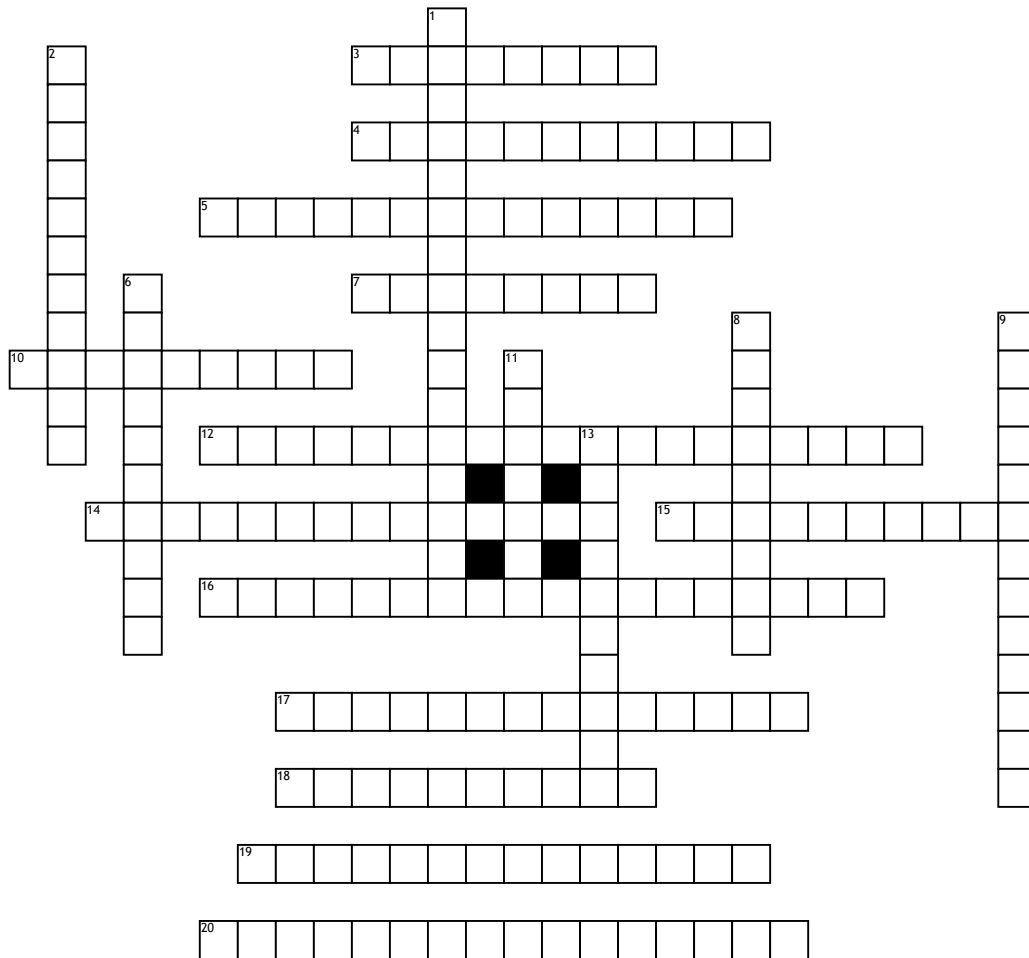


@0 Key Soft Skills for Business



Across

3. quiet, steady perseverance; even-tempered care; diligence
 4. susceptible of modification or adaptation; adaptable
 5. accountable for something within one's power, control, or management
 7. working together
 10. to give attention with the ear; attend closely for the purpose of hearing; give ear
 12. of or pertaining to the relations between persons
 14. controlling amount of time spent
 15. providing with a reason to act in a certain way

Word Bank

communication
 selfconfidence
 presentationskills
 work ethic
 listening

flexibility
 time management
 patience
 teamwork
 critical thinking

interpersonalskills
 technology
 responsibility
 ProblemSolving
 negotiation

respect
 networking
 motivation
 interviews
 stress management

16. able to offer information to people in public
 17. realistic confidence in one's own judgment, ability, power
 18. computers, databases, social media
 19. to find answers for
 20. clear, rational, open-minded, and informed by evidence

Down

1. any technique developed to help someone cope with or lessen the physical and emotional effects of everyday life pressure
 2. mutual discussion and arrangement of the terms of a transaction or agreement

6. a formal meeting in which one or more persons question, consult, or evaluate another person
 8. a belief in the moral benefit and importance of work and its inherent ability to strengthen character
 9. conveying messages
 11. esteem for or a sense of the worth or excellence of a person, a personal quality or ability
 13. a supportive system of sharing information and services among individuals and groups having a common interest