

The most in demand “soft skills”

Emotional intelligence

The ability to manage, understand and **handle one's own emotions**.

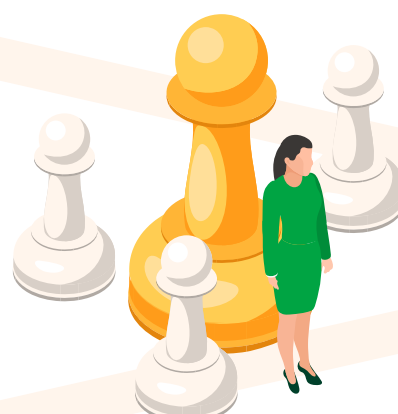


Troubleshooting

The ability to face **delicate situations** and find the best solution.

Critical thinking

The ability to **analyse information** and doubt about absolute truths.

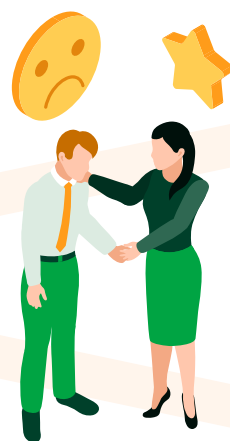


Decision-making

The ability to **take responsibility** and make the right decisions.

Creativity

The ability to **think out of the box** and come to original conclusions.



Service orientation

The ability to recognise and **understand others' needs**.



Sociability

The ability to **establish positive relationships** with others.



Negotiation

The ability to **manage conflicts** and find the win-win point.

Collaboration

The ability to manage and even **lead teamwork**.



Flexibility

The ability to **adapt to changes** and face them with optimism.