

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.

Source: World Economic Forum (WEF).