

READING BOOK ON THE TOPIC OF SOFT SKILLS

## Top 10 Soft Skills for Customer Service Jobs



Clear Communication



Listening Skills



Self-Control



Positive attitude



Assertiveness



Conflict Resolution



Empathy



Depersonalization

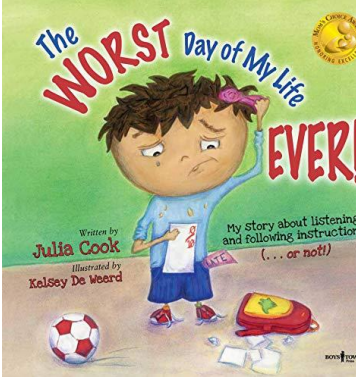
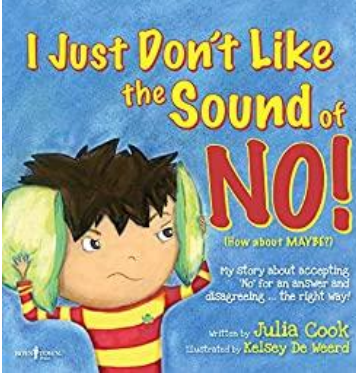


Taking Responsibility

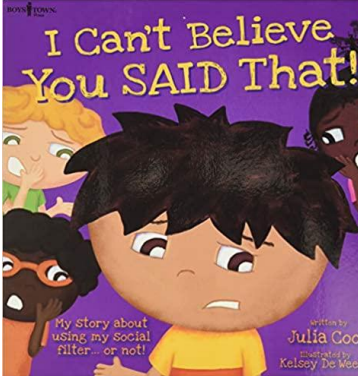
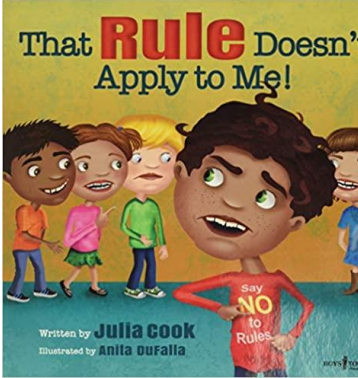


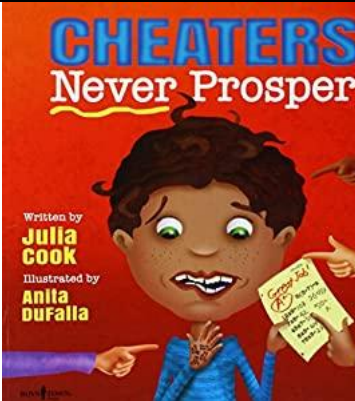

A sense of humor

 the balance

<p><b>BEST ME I Can Be! collection</b></p>	<p>Autore- casa editrice</p>		<p>soft skills</p>
<p>The WORST Day of My Life EVER!: My Story about Listening and Following Instructions (...or Not!)</p>	<p>Julia Cook</p>	 <p><a href="https://www.youtube.com/watch?v=hWT65G54mN4">https://www.youtube.com/watch?v=hWT65G54mN4</a></p>	<p><b>LISTENING SKILLS</b></p>
<p>I Just Don't Like the Sound of NO!: My Story About Accepting 'No' for an Answer and Disagreeing the Right Way!</p> <p><b>CONFLICT-RESOLUTION</b></p>	<p>Julia Cook</p>		<p><b>SELF-CONTROL</b></p> <p><b>CONFLICT-RESOLUTION</b></p> <p><b>ASSERTIVENES</b></p>

<p><b>SORRY, I Forgot to Ask!:</b> My Story about Asking for Permission and Making an Apology</p>	<p>Julia Cook</p>	 <p>My story about asking for permission and making an apology</p> <p>Written by Julia Cook Illustrated by Kelsey De Weerd</p> <p><a href="https://www.youtube.com/watch?v=4XRQ72WMNks">https://www.youtube.com/watch?v=4XRQ72WMNks</a></p>	<p><b>TAKING RESPONSABILITY</b></p>
<p><b>TEAMWORK Isn't My Thing, and I Don't Like to SHARE!</b></p>	<p>Julia Cook</p>	 <p>Written by Julia Cook Illustrated by Kelsey De Weerd</p>	<p><b>EMPHATY</b> <b>TAKING RESPONSABILITY</b> <b>COLLABORATION</b> <b>COOPERATION</b> <b>CLEAR COMMUNICATION</b></p>
<p><b>I Just Want to Do It My Way!:</b> My Story about Staying on Task and Asking for Help</p>	<p>Julia Cook</p>	 <p>My story about staying on task and asking for help!</p> <p>Written by Julia Cook Illustrated by Kelsey De Weerd</p>	
<p><b>Thanks for the Feedback... I Think:</b> My Story About Accepting Criticism and Compliments... The Right Way!</p>	<p>Julia Cook</p>	 <p>My story about accepting criticism and compliments the right way!</p> <p>Written by Julia Cook Illustrated by Kelsey De Weerd</p>	

<p><b>I Can't Believe You Said That!</b></p>	<p>Julia Cook</p>		
<p><b>Other useful and interesting books from the same author that fit to 10-15 years old(teenagers) Responsible Me ! collection</b></p>			
<p><b>That Rule Doesn't Apply to Me!</b></p>	<p>Julia Cook</p>	 <p><a href="https://www.youtube.com/watch?v=swAfhLiVvXk">https://www.youtube.com/watch?v=swAfhLiVvXk</a></p>	
<p><b>But It's Not My Fault!</b></p>	<p>Julia Cook</p>		
<p><b>Baditude! What to Do When Life Stinks!</b></p>	<p>Julia Cook</p>		<p><i>empathy and POSITIVE thinking</i></p>

		<p>lesson plan  <a href="http://theresponsivecounselor.com/2017/04/baditude-lesson-plan.html">http://theresponsivecounselor.com/2017/04/baditude-lesson-plan.html</a></p>	
<b>Cheaters Never Prosper</b>	Julia Cook		
<b>The Procrastinator</b>	Julia Cook		
<b>OTHER USEFUL BOOKS</b>			
<b>Making a splash</b>	Carol E. Reiley	<p><a href="https://www.youtube.com/watch?v=LXZM93A48_I">https://www.youtube.com/watch?v=LXZM93A48_I</a>  <b>REALLY NICE READ ALOUD!</b></p>	
<b>Flight School</b>	Lita Judge		
<b>The Girl Who Never Made Mistakes: A Growth Mindset Book For Kids To Promote Self Esteem</b>	Mark Pett  10-15 YEARS OLD	<p><a href="https://www.youtube.com/watch?v=JC_8TYUDth8">https://www.youtube.com/watch?v=JC_8TYUDth8</a></p>	
<b>The Most Magnificent Thing</b>	Ashley Spires	<p><a href="https://www.youtube.com/watch?v=UM8oN4yzJqw">https://www.youtube.com/watch?v=UM8oN4yzJqw</a></p>	
<b>The Invisible Boy</b>	Trudy Ludwig		

<b>Your Fantastic Elastic Brain: A Growth Mindset Book for Kids to Stretch and Shape Their Brains</b>	JoAnn Deak Ph.D.  <u>(Even good for science lessons)</u>	<a href="https://www.youtube.com/watch?v=8QSPfnQCIY0">https://www.youtube.com/watch?v=8QSPfnQCIY0</a>	
<b>Beautiful Oops!</b>	Barney Saltzberg		
<b>PINOCCHIO</b>	<b>IN OUR OWN LANGUAGE S</b>	<b>it is the book we will read in the second term of the school year and make our theatre plot to staging in May in ITALY</b>	