

B	I	N	G	O
Self Control	Active Listening	Creativity	Persuasion	Friendliness
Communication	Quality Focus	Know limitations	Adaptability	Negotiation
Professionalism	Tenacity	FREE	Attentiveness	Emotional Intelligence
Empathy	Phone Skills	Engaging	Documentation	Goal Oriented
Decision Making	Body Language	Multitasking	Trust	Conflict Resolution

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Empathy	Attentiveness	FREE	Emotional Intelligence	Active Listening
Documentation	Multitasking	Self Control	Conflict Resolution	Phone Skills
Engaging	Goal Oriented	Professionalism	Quality Focus	Decision Making

B	I	N	G	O
Body Language	Multitasking	Adaptability	Goal Oriented	Attentiveness
Self Control	Empathy	Engaging	Quality Focus	Friendliness
Professionalism	Conflict Resolution	FREE	Phone Skills	Documentation
Tenacity	Negotiation	Persuasion	Trust	Creativity
Emotional Intelligence	Active Listening	Know limitations	Communication	Decision Making