

## Gamified Training Skills and Competence Matrix Overview



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- PACIFIC: Leadership and team management.
- MERCHANTS: Negotiation and deal closing.
- TRISKELION: Time management and productivity.
- ECHO: Coaching.
- 2100: Customer service.
- AQUA: Effective feedback.
- CHRISTMAS: Assertiveness.
- SAHARA: Effective task delegation.
- CHOCOLATE: Influence and persuasion.
- IDEA: Creative problem solving.
- S.O.S.: Emotion management.
- KAOS: Conflict resolution.
- COUNTDOWN: Efficient remote work.
- AGILE: Agile philosophy.
- STELLAR: Remote team leadership.
- ROUTE-321: Effective change management.
- ARIANA: Decision-making.
- BABEL: Interpersonal communication.
- DIVERSE: Diversity.
- LOTUS: Resilience.
- ZULÚ: Nonverbal communication.
- TIKI: Effective meetings.
- ELECTIONS 1: Script preparation for presentations.
- ELECTIONS 2: Audiovisual design for presentations.
- ELECTIONS 3: Public speaking skills.
- SILVER: Goal setting.
- SHAKA: Active listening.
- EXIT: Teamwork.
- CHAI: Stress management.
- SCRUM: Scrum framework.

- DESDEMONA: Trust.
- LUMIÈRE 1: Basics of sales prospecting.
- LUMIÈRE 2: Sales prospecting channels.
- LUMIÈRE 3: Sales prospecting on social media.
- TITAN: Team motivation.
- PLURAL: Diversity.
- LIMBO: Collaboration
- INCLUSION: Adopting an inclusive outlook.
- IDEM: Gender equality.
- DEX: Emotional intelligence.
- MINDFULNESS: Introduction to mindfulness.
- IRIS: Nonviolent collaborative communication.
- LARUS: Healthy lifestyle.
- LINK: Networking.
- ALLEGRO: Achieving your goals.





	PACIFIC	WESCHAME	Parking	ÉCHO.	2100	<b>PON</b>	CHRETHAS	SHIARA	CHOCOLATE	<b>DEP</b>
1.Continuous learning	<u></u> ✓	(V)	$\bigcirc$	$\overline{\langle \rangle}$	$\bigcirc$	(V)	$\bigcirc$	(V)	$\bigcirc$	(V)
2. Assertiveness						$\overline{\langle \rangle}$	$\bigcirc$	$\bigcirc$		
3. Self-confidence	$\bigcirc$	$\langle \vee \rangle$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
4. Self-control	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
5. Self-awareness	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
6. Information sourcing	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$					$\bigcirc$
7. Coaching	$\bigcirc$			$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$		
8. Effective communication	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
9. Coordination						$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$
10. Empathy						$\bigcirc$	$\bigcirc$		$\bigcirc$	
11.Work-life balance	$\bigcirc$		$\bigcirc$							
12. Focus	$\bigcirc$	$\bigcirc$	$\bigcirc$			$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
13. Flexibility	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
14. Change management	$\bigcirc$		$\bigcirc$			$\bigcirc$	$\bigcirc$	$\bigcirc$		
15. Conflict management	$\bigcirc$	$\bigcirc$			$\bigcirc$	$\bigcirc$	$\bigcirc$			
16. Impact and influence	$\bigcirc$	$\bigcirc$		$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
17.Initiative	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
18. Innovation and creativity	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$					$\bigcirc$
19. Integrity	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$			
20. Leadership	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
21. Negotiation	$\bigcirc$	$\bigcirc$			$\bigcirc$				$\bigcirc$	
22. Results-orientation	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$
23. Analytical thinking	$\bigcirc$	$\bigcirc$		$\bigcirc$						$\bigcirc$
24. Planning	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$				$\bigcirc$		
25. Relationship building						$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
26. Conflict resolution					$\bigcirc$	$\bigcirc$	$\bigcirc$			
27. Problem solving	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
28. Grace under pressure	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$			$\bigcirc$
29. Decision-making	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
30. Teamwork	$\bigcirc$		$\bigcirc$			$\bigcirc$	$\bigcirc$	$\bigcirc$		
31. Customer service	$\bigcirc$	$\bigcirc$			$\bigcirc$		$\bigcirc$			



1. Continuous tearning		6,0°5.	420°S	countdown	A ROME	STELAR	ROUTE:321	ARIANA	<b>HARE</b>	duffest	Johns
2. Assertiveness	1 Continuous lograina										
3. Self-confidence											
4. Self-control											
6. Self-awareness							( <sub>1</sub> )				
8. Information sourcing 7. Coaching 9. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0											
7. Coaching         0 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>											
8. Effective communication											
9. Coordination											
10. Empathy											
11.Work-life balance											
12. Focus					$\bigcirc$						
13. Flexibility	11.Work-life balance										
14. Change management	12. Focus										
15. Conflict management	13. Flexibility		$\bigcirc$								
16. Impact and influence	14. Change management	$\bigcirc$		$\overline{}$				$\bigcirc$			$\bigcirc$
17. Initiative       Image: Company of the property of	15. Conflict management		$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	
18. Innovation and creativity       Image: Control of the control of th	16. Impact and influence	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
19. Integrity	17.Initiative		$\bigcirc$	$- \bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
20. Leadership	18. Innovation and creativity				$\bigcirc$		$\bigcirc$			$\bigcirc$	$\bigcirc$
21. Negotiation  22. Results-orientation  23. Analytical thinking  24. Planning  25. Relationship building  26. Conflict resolution  27. Problem solving  28. Grace under pressure  29. Decision-making  20. V.	19. Integrity	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
22. Results-orientation         Image: Control of the control of	20. Leadership	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	
23. Analytical thinking	21. Negotiation		$\bigcirc$						$\bigcirc$		
24. Planning  24. Planning  25. Relationship building  26. Conflict resolution  27. Problem solving  28. Grace under pressure  29. Decision-making  20. Conflict resolution  21. Problem solving  22. Conflict resolution  23. Conflict resolution  24. Planning  25. Relationship building  26. Conflict resolution  27. Problem solving  28. Grace under pressure  29. Decision-making  20. Conflict resolution  20. Conflict resolution  20. Conflict resolution  22. Conflict resolution  23. Conflict resolution  24. Planning  25. Relationship building  26. Conflict resolution  27. Problem solving  28. Grace under pressure  29. Decision-making  20. Conflict resolution  20. Conflict resolution  20. Conflict resolution  20. Conflict resolution  21. Conflict resolution  22. Conflict resolution  23. Conflict resolution  24. Conflict resolution  25. Relationship building  26. Conflict resolution  27. Conflict resolution  28. Grace under pressure  29. Decision-making  20. Conflict resolution  20. Conflict resolution  21. Conflict resolution  22. Conflict resolution  23. Conflict resolution  24. Conflict resolution  25. Relationship building  26. Conflict resolution  27. Conflict resolution  28. Grace under pressure  29. Conflict resolution  20. Conflict resolution  20. Conflict resolution  22. Conflict resolution  23. Conflict resolution  24. Conflict resolution  25. Conflict resolution  26. Conflict resolution  27. Conflict resolution  28. Conflict resolution  29. Conflict resolution  20. Conflict resolution  27. Conflict resolution  28. Conflict resolution  29. Conflict resolution  20. Con	22. Results-orientation		$\bigcirc$		$\bigcirc$	$\bigcirc$		$\bigcirc$		$\bigcirc$	
25. Relationship building	23. Analytical thinking	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	
26. Conflict resolution	24. Planning			$\bigcirc$		$\bigcirc$		$\bigcirc$			$\bigcirc$
27. Problem solving         V	25. Relationship building	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$
28. Grace under pressure	26. Conflict resolution		$\bigcirc$			$\bigcirc$		$\bigcirc$		$\bigcirc$	$\bigcirc$
28. Grace under pressure       V       V       V       V         29. Decision-making       V	27. Problem solving	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\Diamond$	$\bigcirc$	$\bigcirc$	$\vee$	$\bigcirc$	$\bigcirc$
29. Decision-making		$\bigcirc$	$\bigcirc$				$\bigcirc$		$\bigcirc$		$\bigcirc$
30. Teamwork		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$
		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$			$\bigcirc$	$\bigcirc$	$\bigcirc$
	31. Customer service				$\bigcirc$				$\bigcirc$	$\bigcirc$	



	THÍ	45	ELECTIONS'	ELECTIONS	ELECTIONS	SWEET STATE	SHAYA	ØK.	CHE	SCRUM
1.Continuous learning	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	(V)	$\bigcirc$	$\bigcirc$	$\bigcirc$	<b>─</b>
2. Assertiveness	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$		$\bigcirc$
3. Self-confidence	$\bigcirc$		$\bigcirc$		$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$
4. Self-control	$\bigcirc$	$\overline{\langle}$				$\bigcirc$	(V)	$\bigcirc$	$\bigcirc$	
5. Self-awareness	$\bigcirc$	$\bigcirc$				$\bigcirc$	$\bigcirc$	$\overline{\langle}$	$\bigcirc$	(V)
6. Information sourcing	$\bigcirc$		$\langle \rangle$	$\langle \rangle$	$\langle \rangle$	$\bigcirc$		$\bigcirc$	$\bigcirc$	
7. Coaching	$\bigcirc$	$\overline{\langle}$					$\langle \rangle$		$\bigcirc$	$\bigcirc$
8. Effective communication	$\bigcirc$	(V)	$\langle \rangle$	$\langle \vee \rangle$	$\langle \rangle$	$\overline{\langle}$	$\bigcirc$	$\langle \vee \rangle$		$\bigcirc$
9. Coordination						$\bigcirc$		$\bigcirc$		
10. Empathy	$\bigcirc$	$\bigcirc$	$\overline{\bigcirc}$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
11.Work-life balance	$\bigcirc$								$\bigcirc$	
12. Focus	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$
13. Flexibility	$\bigcirc$	$\bigcirc$		$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
14. Change management		$\bigcirc$				$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$
15. Conflict management						$\bigcirc$	$\bigcirc$			$\bigcirc$
16. Impact and influence	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$		$\bigcirc$
17.Initiative	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
18. Innovation and creativity		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$					$\bigcirc$
19. Integrity	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$		$\bigcirc$	$\bigcirc$
20. Leadership	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$		$\bigcirc$		$\bigcirc$	$\bigcirc$
21. Negotiation	$\bigcirc$	$\bigcirc$					$\bigcirc$			
22. Results-orientation		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$		$\bigcirc$
23. Analytical thinking	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$
24. Planning		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		
25. Relationship building	$\bigcirc$	$\bigcirc$	-		_	-	$\bigcirc$	$\bigcirc$	$\bigcirc$	-
26. Conflict resolution							$\Diamond$			
27. Problem solving	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$
28. Grace under pressure		$\bigcirc$				$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
29. Decision-making	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$
30. Teamwork	$\bigcirc$	$\bigcirc$		$\bigcirc$	-	$\bigcirc$	$\bigcirc$	$\bigcirc$	_	$\bigcirc$
31. Customer service	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$			$\bigcirc$



	DESTENOR	Junitet 1	LIMITAES	LIMITAES	(lan	PURPL	LINEO	Mollson	DEM	oEt
1. Continuous learning	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	
2. Assertiveness		$\bigcirc$	$\bigcirc$	$\bigcirc$		<u> </u>	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
3. Self-confidence		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
4. Self-control	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\overline{\bigcirc}$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
5. Self-awareness	$\bigcirc$					$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
6. Information sourcing	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	<u> </u>	$\bigcirc$	$\bigcirc$	$\bigcirc$	
7. Coaching					$\bigcirc$	$\bigcirc$		$\bigcirc$		
8. Effective communication	$\bigcirc$	$\bigcirc$		$\overline{\bigcirc}$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
9. Coordination		$\bigcirc$			$\bigcirc$		$\bigcirc$			
10. Empathy	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
11.Work-life balance									$\bigcirc$	
12. Focus	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$			$\bigcirc$	$\bigcirc$	$\bigcirc$	
13. Flexibility	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
14. Change management	$\bigcirc$	$\bigcirc$			$\bigcirc$	$\bigcirc$				$\bigcirc$
15. Conflict management						$\bigcirc$		$\bigcirc$		$\bigcirc$
16. Impact and influence		$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
17.Initiative	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$
18. Innovation and creativity		$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
19. Integrity	$\bigcirc$				$\bigcirc$	$\bigcirc$	$\bigcirc$			$\bigcirc$
20. Leadership			$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$		
21. Negotiation		$\bigcirc$	$\bigcirc$	$\bigcirc$					$\bigcirc$	
22. Results-orientation	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	
23. Analytical thinking	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
24. Planning	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$			
25. Relationship building	$\bigcirc$				$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$
26. Conflict resolution							$\bigcirc$			$\bigcirc$
27. Problem solving	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$			$\bigcirc$		$\bigcirc$	
28. Grace under pressure	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$			
29. Decision-making	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
30. Teamwork	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	
31. Customer service		$\bigcirc$	$\overline{\langle}$	$\bigcirc$				$\bigcirc$		
31. Gustoillet service										



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	Mediuk	RE	LARUS	That	ALLEGRO
1.Continuous learning	$\bigcirc$			$\bigcirc$	$\bigcirc$
2. Assertiveness		$\bigcirc$		$\bigcirc$	
3. Self-confidence	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$
4. Self-control	$\bigcirc$			$\bigcirc$	$\bigcirc$
5. Self-awareness	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$
6. Information sourcing			$\bigcirc$	$\bigcirc$	
7. Coaching				$\bigcirc$	
8. Effective communication	$\bigcirc$	$\bigcirc$		$\bigcirc$	
9. Coordination					$\bigcirc$
10. Empathy	$\bigcirc$	$\bigcirc$		$\bigcirc$	
11.Work-life balance	$\bigcirc$				$\bigcirc$
12. Focus	$\bigcirc$			$\bigcirc$	$\bigcirc$
13. Flexibility	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$
14. Change management	$\bigcirc$		$\bigcirc$	$\bigcirc$	$\bigcirc$
15. Conflict management	$\bigcirc$	$\bigcirc$		$\bigcirc$	
16. Impact and influence	$\bigcirc$			$\bigcirc$	
17.Initiative			$\bigcirc$	$\bigcirc$	$\bigcirc$
18. Innovation and creativity	$\bigcirc$				$\bigcirc$
19. Integrity	$\bigcirc$	$\bigcirc$			$\bigcirc$
20. Leadership	$\bigcirc$	$\bigcirc$		$\bigcirc$	
21. Negotiation		$\bigcirc$		$\bigcirc$	$\bigcirc$
22. Results-orientation					$\bigcirc$
23. Analytical thinking			$\bigcirc$	$\bigcirc$	$\bigcirc$
24. Planning			$\bigcirc$		
25. Relationship building	$\bigcirc$	$\bigcirc$		$\bigcirc$	$\bigcirc$
26. Conflict resolution					
27. Problem solving	$\bigcirc$			$\bigcirc$	$\bigcirc$
28. Grace under pressure	$\bigcirc$	$\bigcirc$	$\bigcirc$		$\bigcirc$
29. Decision-making	$\bigcirc$			$\overline{\bigcirc}$	$\bigcirc$
30. Teamwork		$\bigcirc$		$\bigcirc$	
31. Customer service				(V)	

## Coming soon more gamified trainings!

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