

# Business Skills

In the business world, nothing can be achieved without effectively communicating with, influencing, and persuading employers, employees, clients, suppliers, and customers. If you look at the most successful business people in the world, you will see people who have mastered the art of influence and persuasion.

**Self-awareness:** Knowing what you are feeling in the moment, and using those preferences to guide your decision making; having a realistic assessment of your own abilities and a well-grounded sense of self-confidence. **Self-regulation:** Handling your emotions so that they facilitate rather than interfere with the task at hand; being conscientious and delaying gratification to pursue goals; recovering well from emotional distress.

**Self-motivation:** Using your deepest preferences to move and guide you towards your goals, to help you take initiative and strive to improve, and to persevere in the face of setbacks and frustrations. **Empathy:** Sensing that people are feeling, being able to take their perspective, and cultivating rapport and attunement with a broad diversity of people. **Social Skills:** Handling emotions in relationships well and accurately reading social situations and networks; interacting smoothly; using these skills to persuade and lead, negotiate and settle disputes, for cooperation and teamwork.

