No matter if you are a manager or an employee, there are some basic skills you need to do your work in an effective and professional way.

Communication Skills
- Listening skills
- Body language
- Verbal and written communication
- Being positive and patient
- Being respectful and confident
- Respect to others

Decision-making Skills
Practical knowledge about decision-making process:
- Gather information
- Brainstorming
- Evaluate each option
- Determine the best alternative
- Put the decision into action

Leadership Skills
- Analytical skills
- Conflict resolution abilities
- Creativity and creative thinking
- Organizational skills
- Negotiation skills
- Goal Settings

Time Management Skills
- Goal settings
- Prioritize your goals
- Create a schedule
- Make lists
- Use optimization tools

Organizational Skills
- General planning
- Coordinating resources
- Meeting deadlines
- Attention to detail

Flexibility
- Self-management skills
- Keeping calm in the face of difficulties
- Optimism
- Be open to new ideas and changes

Stress Management
- Physical activity
- Relaxation techniques
- Positive thinking
- Manage your time

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