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## Chapter 1 The People-Centric Journey Begins

People-Centric (P-C) Skills aim to improve all aspects of personal interactions, relationship development, and communications. These skills are as essential to success as are the technical skills. The People-Centric Skills include, but are not limited to: communication in all mediums, conflict resolution, active listening, leadership, mentering and coaching, establishing business relationships, effective teaming and team dynamics, consensus building, nonverbal communications and body language, assessing corporate culture, etc.

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