

# Download Soft Skills Customer Service Training Manual

Mastering Soft Skills for Workplace Success 3 About the Cover Artist Brandon Pursley is a senior at Madison County (FL) High School, a member of the Madison County High Welcome to the e-CF. The European e-Competence Framework (e-CF) provides a reference of 40 competences as applied at the Information and Communication Technology (ICT) workplace, using a common language for competences, skills, knowledge and proficiency levels that can be understood across Europe.