

Unit Title: Group And Teamwork Communication Skills
Unit Level: Level 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: WJC735
Ofqual Unit Code: T/506/0666

This unit has 8 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the roles and responsibilities associated with working in a group.	1.1.	Distinguish between different roles and responsibilities for group members when working in group situations.
2.	Understand how to communicate verbally with group members.	2.1.	Assess own ability to communicate verbally with others in group situations.
3.	Understand the importance of listening to others within group situations.	3.1.	Assess own ability to listen to others and respond appropriately to develop conversation.
4.	Know how to let others communicate within a group situation without interrupting.	4.1	Listen to a group discussion without interrupting and describe at least three of the group members' views/responses.
5.	Understand co-operation when working in group situations.	5.1	Explain why co-operation is necessary to achieve an agreed outcome in a group situation.
6.	Understand how to receive praise and constructive criticism.	6.1	Describe appropriate response to praise and criticism from group members in at least three structured contexts.
7.	Know when to give praise and constructive criticism.	7.1	Describe a range of at least three situations to clarify when it is appropriate to either praise or give constructive criticism.
		7.2	Assess own ability to give praise and constructive criticism appropriately.
8.	Understand relationships within own team.	8.1	Compare the role of team leader with own role.

Assessment Guidance:

NA

Additional Information:

NA
