

Unit Title: Dealing with Difficult Situations
Unit Level: 1
Unit Credit Value: 1
GLH: 9
LASER Unit Code: CAL956
Ofqual Unit Code: R/600/9945

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Recognise difficult situations and identify strategies to resolve them.	1.1	Give two examples of difficult situations personally experienced, heard about or witnessed at work.
		1.2	Describe in detail how they were dealt with.
		1.3	Identify the strategy or strategies that seemed most effective in resolving the difficulties.
2.	Use appropriate communication skills to deal with difficult situations.	2.1	Demonstrate the use of active listening to resolve a difficult situation at work.
		2.2	Define the words assertive and aggressive.
		2.3	Identify the possible outcomes when dealing with a difficult situation at work using: (a) an assertive manner; (b) an aggressive manner.

Assessment Guidance:
NA

Additional Information:
NA