

Unit Title: Valuing And Supporting Others
Unit Level: 2
Unit Credit Value: 1
GLH: 6
LASER Unit Code: WJB101
Ofqual Unit Code: T/502/3570

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Recognise and respect the roles, responsibilities and contributions made by others.	1.1	Provide appropriate levels of praise and positive feedback to colleagues.
		1.2	Describe how the contributions of others are important to the overall effort.
2.	Understand the role of empathy in engaging with the needs of others.	2.1	Describe why empathy is an important characteristic to have as an employee.
		2.2	Describe why empathy is an important characteristic to have as a manager.
		2.3	Explain how businesses can benefit if employees and managers have a better understanding of different positions.
3.	Recognise and understand own strengths and how these can be used to support others in the place of work.	3.1	Demonstrate how their own attitude and behaviour can be used to support others in work-related situations, demonstrating their ability to: <ol style="list-style-type: none"> a. Engage with a colleague's work problem b. Listen attentively c. Offer constructive suggestions and support.

Assessment Guidance:

NA

Additional Information:

NA
