

Unit Title: Working With Managers
Unit Level: 2
Unit Credit Value: 1
GLH: 6
LASER Unit Code: WJB102
Ofqual Unit Code: J/502/3573

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Appreciate the role of managers and supervisors in the place of work.	1.1	Outline 3 key features that often form part of a managers' or supervisors' role.
		1.2	Describe 3 different types of managers that may be found in a business and outline the types of responsibilities they may have.
		1.3	Describe the types of expectations managers and supervisors have of those they manage.
		1.4	Describe the expectations employees may have of their line managers.
2.	Know how to interact positively with a manager or supervisor and understand why this is important.	2.1	Demonstrate positive interaction with a manager or supervisor.
		2.2	Describe the mutual benefits of building effective relationships with managers.

Assessment Guidance:
NA

Additional Information:
NA