

Unit Title: Developing Own Interpersonal Skills
Unit Level: Level 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: WJC311
Ofqual Unit Code: D/506/0662

This unit has 7 learning outcomes.

| LEARNING OUTCOMES | | ASSESSMENT CRITERIA | |
|-------------------|--|---------------------|---|
| The learner will: | | The learner can: | |
| 1. | Know own strengths. | 1.1. | Describe his/her own strengths and how these strengths could be transferred to other roles. |
| 2. | Understand time management. | 2.1. | Describe ways of improving own time management. |
| 3. | Know how to manage own stress. | 3.1. | Describe own strategies for managing stress. |
| 4. | Understand types of criticism. | 4.1 | Describe real situations which illustrate and show use of different types of criticism. |
| 5. | Understand confident behavior. | 5.1 | Describe real situations which illustrate confident behaviour. |
| 6. | Understand what is meant by 'body language'. | 6.1 | Describe five different examples of body language observed in real situations. |
| 7. | Understand the difference between aggressive, passive and assertive behaviour. | 7.1 | Describe how s/he can respond appropriately to aggressive, passive and assertive behaviour. |

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| Assessment Guidance: |
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| Additional Information: |
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