

**Unit Title:** Managing Own Personal Relationships  
 With Others  
**Unit Level:** Level 1  
**Unit Credit Value:** 3  
**GLH:** 27  
**LASER Unit Code:** WJC314  
**Ofqual Unit Code:** D/506/0712

This unit has 7 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the difference between power and personal power.	1.1	Outline the difference between the two types of power.
		1.2	Outline the contexts in which the two types of power might be used when leading others.
2.	Understand behaviour in power relationships.	2.1	Identify different types of behaviour in power relationships.
3.	Understand the benefits and difficulties of giving and receiving support.	3.1	Outline benefits of giving and receiving support.
		3.2	Outline difficulties of giving and receiving support.
4.	Understand the key behaviours that contribute to good teamwork.	4.1	Identify the characteristics of good team work.
		4.2	Identify behaviours that contribute to good teamwork.
5.	Be able to use listening skills in a conflict situation.	5.1	Listen without interrupting to a conflict situation.
		5.2	Demonstrate examples of effective listening.
6.	Understand how conflicts can develop.	6.1	Identify the different stages in the development of a conflict.
		6.2	Outline points of escalation.
		6.3	Outline points of possible intervention.
7.	Understand the concept of impartiality.	7.1	Outline the concept of impartiality.
		7.2	Outline why impartiality is important when leading others.

**Assessment Guidance:**

NA

**Additional Information:**

NA