

Unit Title: Emotional Intelligence
Unit Level: Entry 3
Unit Credit Value: 3
GLH: 30
LASER Unit Code: WJC465
Ofqual Unit Code: J/506/0655

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know how to identify human emotions.	1.1	Identify some of own emotions.
		1.2	State how he/she can tell which emotion he/she is feeling.
		1.3	State how someone else can tell which emotion he/she is feeling.
		1.4	Identify visual or audible signs which could show how another person is feeling.
2.	Know how to recognise factors that can influence emotions.	2.1	List things that can change the way a person feels.
		2.2	Give an example of something that might put him/her in a good mood.
		2.3	Give an example of something that might put him/her in a bad mood.
		2.4	Give an example of something he/she has done to cause a change of mood in someone else.
		2.5	Give an example of something someone else has done to cause a change in own mood.
3.	Know about techniques to help deal with strong emotions.	3.1	State why emotions that are too strong can sometimes be harmful.
		3.2	Give an example of something a person can do to help them calm down if they feel angry.
		3.3	Give an example of something a person can do to help them to cheer up if they feel sad.
		3.4	Give an example of something that he/she can do to help someone struggling with strong emotions.

Assessment Guidance:

NA

Additional Information:

NA
