

**Unit Title:** Understanding And Managing Anger And Aggression  
**Unit Level:** Level 1  
**Unit Credit Value:** 3  
**GLH:** 27  
**LASER Unit Code:** WJC678  
**Ofqual Unit Code:** R/506/0657

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know about anger, causes and consequences.	1.1	Outline the emotion of anger.
		1.2	Give examples of how anger is expressed.
		1.3	Outline factors that may trigger anger.
		1.4	Identify effects and consequences of anger.
2.	Know about different types of behaviour.	2.1	Identify different response styles.
		2.2	Give examples of own past actions and behaviour in conflict situations.
3.	Know how to avoid conflict by changing own behaviour.	3.1	Identify the importance of monitoring behaviour and feelings in avoiding conflict.
		3.2	Give an example of a situation where the use of conflict management skills have improved own behaviour and avoided conflict.

**Assessment Guidance:**

NA

**Additional Information:**

NA