

**Unit Title:** Developing Own Interpersonal Skills  
**Unit Level:** Level 1  
**Unit Credit Value:** 3  
**GLH:** 27  
**LASER Unit Code:** WJC786  
**Ofqual Unit Code:** Y/506/0661

This unit has 7 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know own strengths and weaknesses.	1.1	Outline own strengths and weaknesses.
2.	Understand time management.	2.1	Outline ways of improving own time management.
3.	Know how to recognise stress.	3.1	Identify signs and symptoms of stress in self and others.
4.	Understand types of criticism.	4.1	Give examples of different types of criticism.
5.	Understand confident behavior.	5.1	Give examples of real situations which illustrate confident behaviour.
6.	Understand what is meant by 'body language'.	6.1	Identify at least five examples of body language.
7.	Understand the difference between aggressive, passive and assertive behaviour.	7.1	Give examples of each of the following behaviours: a) aggressive b) passive c) assertive.

<b>Assessment Guidance:</b>
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NA
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<b>Additional Information:</b>
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NA
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