

Unit Title: Interpersonal Skills
Unit Level: Level 3
Unit Credit Value: 3
GLH: 21
LASER Unit Code: WJD547
Ofqual Unit Code: K/504/7784

This unit has 6 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand personal strengths and weaknesses.	1.1	Assess personal strengths and weaknesses.
		1.2	Outline strategies for development of personal strengths and weaknesses.
2.	Understand the need for time management.	2.1	Describe changes needed in own time management.
		2.2	Apply changes in practice.
3.	Understand the need to manage stress.	3.1	Evaluate how stress management strategies work in practice.
4.	Understand the difference between constructive and destructive criticism.	4.1	Explain the feelings which arise when receiving: a) constructive criticism b) destructive criticism.
		4.2	Assess the effect on others of criticism or compliments.
5.	Understand the application of body language in personal and work related situations.	5.1	Explain how an awareness of body language can assist in understanding the behaviour of others in personal and work related situations.
6.	Understand different behaviours.	6.1	Give examples of: a) aggressive behaviour b) passive behaviour c) assertive behaviour.
		6.2	Evaluate a situation which shows the benefits of assertive behaviour.
		6.3	Explain how demonstrating more confident behaviour can affect relationships with others.

Assessment Guidance:

NA

Additional Information:

NA