

**Unit Title:** Developing Interpersonal Skills  
**Unit Level:** Level 2  
**Unit Credit Value:** 3  
**GLH:** 24  
**LASER Unit Code:** WJE827  
**Ofqual Unit Code:** F/507/1461

This unit has 7 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know own strengths in relation to interpersonal skills.	1.1	Identify own strengths in relation to interpersonal skills.
		1.2	Describe examples of when own strengths in relation to interpersonal skills have been put into practice.
2.	Understand time management.	2.1	Describe the importance of time management.
		2.2	Outline the possible consequences of poor time management.
		2.3	Describe ways of improving own time management.
3.	Know how to manage own stress.	3.1	Describe factors/situations that increase own stress levels.
		3.2	Describe own indicators of increased stress levels.
		3.3	Describe own strategies for managing stress.
4.	Understand types of criticism.	4.1	Describe different types of criticism.
		4.2	Describe possible effects of different types of criticism on an individual.
		4.3	Describe situations which illustrate the use of different types of criticism.
5.	Understand confident behaviour.	5.1	Describe confident behaviour.
		5.2	Outline the benefits of confident behaviour.
		5.3	Describe situations which illustrate confident behaviour.
		5.4	Describe possible consequences of low confidence on interpersonal relationships.
6.	Understand body language.	6.1	Describe the meaning of body language.
		6.2	Describe three examples of positive body language.
		6.3	Describe three examples of negative body language.

**Unit Title:** Developing Interpersonal Skills  
**Unit Level:** Level 2  
**Unit Credit Value:** 3  
**GLH:** 24  
**LASER Unit Code:** WJE827  
**Ofqual Unit Code:** F/507/1461

		6.4	Describe the possible impact of body language on interpersonal relationships to cover: a) positive body language b) negative body language.
7.	Understand the difference between aggressive, passive and assertive behaviour.	7.1	Describe the meaning of the following types of behaviour: a) aggressive b) passive c) assertive.
		7.2	Describe scenarios to illustrate the following types of behaviour: a) aggressive b) passive c) assertive.
		7.3	Describe how to respond appropriately to the following types of behavior: a) aggressive b) passive c) assertive.

<b>Assessment Guidance:</b>
NA

<b>Additional Information:</b>
NA