

**Unit Title:** Interpersonal Skills  
**Unit Level:** Level 3  
**Unit Credit Value:** 3  
**GLH:** 21  
**LASER Unit Code:** WJE868  
**Ofqual Unit Code:** Y/507/1563

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 further development of personal strengths and addressing weaknesses.
2.	Understand time management.	2.1	Explain why efficient time management is important.
		2.2	Explain how time can be managed effectively.
		2.3	Explain the possible consequences of poor time management.
3.	Understand stress management.	3.1	Explain why it is important to manage stress.
		3.2	Evaluate three different stress management strategies.
4.	Understand the difference between constructive and destructive criticism.	4.1	Explain the difference between constructive criticism and destructive criticism.
		4.2	Explain the possible impact on an individual receiving: a) constructive criticism b) destructive criticism.
5.	Understand the use of body language in personal and work related situations.	5.1	Explain positive and negative body language.
		5.2	Evaluate how an awareness of body language assists in understanding the behaviour of others in personal and work related situations.
6.	Understand different human behaviours.	6.1	Explain what is meant by: a) aggressive behaviour b) passive behaviour c) assertive behaviour.
		6.2	Evaluate the effect of different behaviour on other people to include: a) aggressive behaviour b) passive behaviour c) assertive behaviour.
		6.3	Explain a situation which shows the benefits of assertive behaviour.
		6.4	Explain how confident behaviour can affect relationships with others.

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