

Unit Title: Principles Of People Skills In Business
Unit Level: Level 3
Unit Credit Value: 4
GLH: 20
LASER Unit Code: WJE875
Ofqual Unit Code: T/507/1571

This unit has 4 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand people skills vital to business success.	1.1	Explain why employees are a vital asset to a business.
		1.2	Explain the value of having good rapport with colleagues.
		1.3	Explain the meaning of a positive work attitude and how it can be developed.
		1.4	Explain the importance of self-management.
		1.5	Describe different styles of management and leadership.
		1.6	Explain style/s of management suited to particular business environments.
		1.7	Outline ways in which an individual's potential can be developed.
		1.8	Describe ways of working with people who have different self-management styles/methods.
		1.9	Explain how to conduct themselves in business situations.
2.	Understand how to deal with conflict in the workplace.	2.1	Explain why it is important to address disagreement and conflict in the workplace.
		2.2	Explain the importance of listening objectively before making judgements.
		2.3	Outline common procedures for workplace conflict resolution.
		2.4	Explain how to communicate difficult decisions.
3.	Understand how to work productively with teams.	3.1	Explain how to determine whether teamwork is the optimal solution for a project.
		3.2	Explain how to identify and select the most suitable members for a team.
		3.3	Explain how to establish good teamwork and trust.
		3.4	Outline techniques that can be used to ensure the team remains focused on the task at hand.

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4.	Understand how to communicate effectively with people.	4.1	Summarise the range of communication options available to a business.
		4.2	Explain the significance of selecting the most appropriate mode/s of communication according to people and situations.
		4.3	Explain the importance of getting relevant feedback as part of the communication process.
		4.4	Evaluate own communication strengths and weaknesses.

Assessment Guidance:
NA

Additional Information:
NA