

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Interpersonal Communication Skills
Unit Reference Number:	M/506/5011
Level:	Entry 3
Credit Value:	1
Minimum GLH:	8

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the importance of effective interpersonal communication skills	1.1 Define the following elements of effective communication: a) Active listening b) Reflective listening c) Non-verbal communication.
	1.2 Outline the importance of the following elements of effective communication: a) Active listening b) Reflective listening c) Non-verbal communication.
	1.3 Give examples of situations in which interpersonal skills are important
	1.4 Identify possible barriers to communication
2. Understand effective interpersonal communication skills	2.1 Give examples of effective interpersonal communication in given situations
	2.2 Identify a strategy to overcome barriers to communication in given situations