

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Building and Managing Workplace Relationships
Unique Reference Number:	H/615/9588
Level:	Level 2
Credit Value:	2
Minimum GLH:	16

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand acceptable boundaries to behaviour in the workplace	1.1 Describe at least two examples of unacceptable behaviour and explain why they are unacceptable in the workplace
	1.2 Describe at least two examples of acceptable behaviour and explain why they are acceptable in the workplace
2. Know how to recognise and respond to different behaviours	2.1 Describe examples of the following behaviours: a) Aggressive b) Passive c) Assertive
	2.2 Describe the potential impact of these different behaviours on workplace relationships
	2.3 Demonstrate how to respond appropriately to examples of aggressive, passive and assertive behaviour in workplace situations
3. Know how to give and respond to constructive criticism	3.1 Demonstrate at least two feedback models and how these can be applied to criticise constructively in workplace situations
	3.2 Describe how constructive criticism can benefit an individual and contribute to their personal development and growth

	3.3	Demonstrate how to respond to constructive criticism in an open and non-defensive way.
4. Understand how conflict can be dealt with constructively in the workplace	4.1	Demonstrate how to negotiate and achieve a win-win situation, using constructive behaviour, in examples of conflict situation in the workplace