Open Awards

Unit

Form OAQU

1 Unit Details

Unit Title:	Understanding & Using Basic Counselling & Effective Interpersonal Communication Skills
Unit Code:	PM5/2/ME/021
Level:	Level 2
Credit Value:	3

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand ethics and establish a safe working environment/relationship	1.1 Describe and demonstrate the meaning and practice of ethics and safety and apply them in the helping relationship
2. Recognise and practice stage one skills from Egan's three stage model of helping/s	2.1 Describe and apply the stage 1 skills of attention giving, listening and active listening
3. Understand the meaning of the three core conditions of counselling	3.1 Describe and apply the three core conditions of counselling: empathy, warmth and genuineness and is aware of how these characteristics can be expressed through their own personal growth and experience
4. Identify and demonstrate the difference between telling people what to do and being a facilitator	4.1 Demonstrate a non-directive approach and display facilitative skills in one to one interactions and groupwork
5. Be aware of their own feelings and how these influence the nature of their interactions with other people	5.1 Describe and demonstrate how their own feelings have affected any interpersonal interactions on the course, in the workplace and in personal relationships
6. Demonstrate an awareness of what is communicated through non-verbal body language	6.1 Describe and demonstrate how communication is expressed non-verbally
	6.2 Explain how feelings underlie the content of what clients say

7.	Evaluate the potential of their own work settings for the use of basic counselling skills	7.1	Explain through written and verbal feedback how the use of basic counselling skills can improve communication in the workplace
8.	Understand and apply a range of skills involved in facilitating groupwork	8.1	Describe and demonstrate an understanding of group dynamics and be able to interact appropriately in a group