

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Dealing with Difficult Situations in a Workplace

Unit Reference Number: J/615/7011

Level: One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 18

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Recognise difficult situations and identify strategies to resolve them	1.1 From a given list, rate the severity of difficult situations possible in a workplace
	1.2 Give two examples of difficult situations which could arise in a workplace
	1.3 For each example compare two possible solutions
2. Use appropriate communication skills to deal with difficult situations	2.1 State how effective communication is important to resolving difficult situations
	2.2 Outline examples of when it would be appropriate to: <ul style="list-style-type: none"> a) Resolve difficult situations alone b) Seek assistance in resolving a difficult situation
	2.3 Define the following words: <ul style="list-style-type: none"> a) Assertive b) Aggressive
	2.4 Identify the possible outcomes when dealing with a difficult situation at work using: <ul style="list-style-type: none"> a) An assertive manner b) An aggressive manner
3. Know who talk to regarding a difficult situation in a workplace	3.1 Identify person/people available to raise concerns with in a workplace