

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Managing Personal Relationships
Unit Reference Number:	K/615/8054
Level:	Level 1
Credit Value:	3
Minimum GLH:	27

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the role of power in relationships	1.1 Identify different types of behaviour in power relationships
	1.2 Outline the difference between the positional and personal power
	1.3 Outline the contexts in which positional and personal power might be used when leading others
2. Understand the benefits and difficulties of giving and receiving support	2.1 Outline benefits of giving and receiving support
	2.2 Outline difficulties of giving and receiving support
3. Understand the key behaviours that contribute to good teamwork	3.1 Identify the characteristics of good team work
	3.2 Identify behaviours that contribute to good teamwork
4. Understand how conflicts can develop	4.1 Identify the different stages in the development of a conflict
	4.2 Outline points of escalation
	4.3 Outline points of possible intervention
5. Be able to use listening skills in a conflict situation	5.1 Listen without interrupting to a conflict situation
	5.2 Demonstrate examples of effective listening

6. Understand the concept of impartiality

6.1 Outline the concept of impartiality

6.2 Outline why impartiality is important when leading others