

PROGRAMME TITLE: Personal Development
UNIT NO: 2
UNIT TITLE: Assertiveness Skills
LEVEL: Entry
ELEMENT NO: 2.1 Looking at Types of Behaviour

Learning Outcomes:	
No	<i>What the candidate must do:</i>
2.1.1	List key features of aggressive and assertive behaviour
2.1.2	Identify methods of dealing with aggressive behaviour
2.1.3	Show through use of role play, the ability to say no
2.1.4	Recognise body language associated with key emotions .
No	<i>What the candidate must know:</i>
2.1.5	The importance and effects of body language
2.1.6	The effects that your actions can have on self-esteem of yourself and others
2.1.7	Why it is important to speak up for yourself and make your own choices
2.1.8	Strategies for dealing with aggressive behaviour
2.1.9	Factors that can make people feel good

Range (explanation of terms used in the learning outcomes):

Aggressive behaviour: threatening behaviour and gestures, swearing, being rude

Assertive behaviour: Speaking up for yourself, being polite, being confident, making your own choices, being honest about how you feel

Methods of dealing with aggressive behaviour: walking away, time to self, talking to others

Ability to say no – compromise / resistance / challenge, within 3 different scenarios

Body language: facial expressions, common gestures and body positions

Key emotions: happy, sad, angry, scared, bored, tired

PROGRAMME TITLE: Personal Development
UNIT NO: 2
UNIT TITLE: Assertiveness Skills
LEVEL: Entry
ELEMENT NO: 2.2 Becoming more Assertive

Learning Outcomes:	
No	What the candidate must do:
2.2.1	Show through use of role play, the ability to ask for help
2.2.2	Give a compliment to another member of the group
2.2.3	Respond to a compliment from another member of the group
2.2.4	Show through use of role play, how to return something
No	What the candidate must know:
2.2.5	Feelings associated with receiving criticism
2.2.6	Feelings associated with giving/receiving compliments
2.2.7	Strategies for coping with different emotions

Range (explanation of terms used in the learning outcomes):
<p>Ability to ask for help – by using speech/signing/pictures within three given scenarios</p> <p>Give and receive compliments – on appearance, performance or character on at least two separate occasions.</p> <p>Return something – faulty purchase, wrong item or service in 2 given situations</p>

Assessment Guidance for the Unit:		
Learning Outcome No	Evidence Requirements	Additional Information
2.1.1	Worksheets	
2.1.2	Worksheet and/or tutor observation	
2.1.3	Audio/Video/Photograph and/or tutor observation	
2.1.4	Worksheet and/or tutor observation	
2.1.5	Worksheet and/or tutor observation	
2.1.6	Worksheet and/or tutor observation	
2.1.7	Tutor observation	
2.1.8	Worksheet and/or tutor observation	
2.1.9	Worksheet and/or tutor observation	
2.2.1	Audio/Video/Photograph and/or tutor observation	
2.2.2	Tutor observation	
2.2.3	Tutor observation	
2.2.4	Audio/Video/Photograph and/or tutor observation	
2.2.5	Worksheet and/or tutor observation	
2.2.6	Worksheet	
2.2.8	Tutor observation	