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**Unit 2: Develop & Use Emotional Intelligence**

Unit of Competency – BSBLDR501

Knowledge Evidence

**Knowledge Assessment**

**ASSESSMENT INSTRUCTIONS**

For this task you must research each of the following topics, and then answer the following questions. The research topics are:

1. Explain emotional intelligence principles and strategies
2. Describe the relationship between emotionally effective people and the attainment of business objectives
3. Explain how to communicate with a diverse workforce which has varying cultural expressions of emotion
4. Explain the use of emotional intelligence in the context of building workplace relationships

**ASSESSMENT INSTRUCTIONS**

This is the end of the Knowledge Assessment.

Please now go online to the topic menu for ‘Unit 2 – Develop and use emotional intelligence’ and click on the box **‘knowledge Evidence** to submit your Knowledge Assessment.

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**Grading and Feedback.**

Feedback will be provided for each question through the Online Learning System. You will receive an email notification of feedback being posted.

If there are any required changes you will be given an opportunity to resubmit.

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