



What Is This Module About?

It is very important that we learn how to resolve conflicts and/or misunderstandings properly. Conflicts, quarrels and other forms of tension between people are part of real life. They happen within our family, in our neighborhood, society, country and in the whole world. There are even conflicts that occur within ourselves. One part of us may be saying or doing something that another part of us does not agree with.

How can we prevent conflict from occurring? If it occurs, how can we resolve it? Do you know that conflicts can be dealt with positively? There is a positive way of dealing with any problem. We just have to identify and understand the problem so we can deal with it properly.

This module will help you do these things and answer the questions above. It is a helpful guide for anyone who wishes to know more about the ways of resolving conflict, whether it be a conflict within one's self, family, or community. It will also discuss how conflicts within and among countries can be resolved without resorting to violence.

The module is divided into three lessons, namely:

Lesson 1 – *Conflicts, Conflicts Everywhere!*

Lesson 2 – *Methods of Resolving Conflicts*

Lesson 3 – *Conflicts Can Be Good*



What Will You Learn From This Module?

After studying this module, you should be able to:

- ◆ identify some of the probable causes of conflicts;
- ◆ explain and demonstrate the many ways of resolving conflicts in the family, society and country;
- ◆ discuss the advantages and disadvantages of conflict resolution processes;
- ◆ identify and explain the positive effects of conflicts; and
- ◆ explain the importance of conflict resolution.



Let's See What You Already Know

Before you start studying this module, take this simple test first to find out what you already know about the topic.

Read the sentences below. Do you agree or disagree with them? Write **A** in the blank if you agree, and write **D** if you disagree.

- _____ 1. A conflict or quarrel happens because the people involved have different ideas, values, feelings or aims.
- _____ 2. Differences in culture or beliefs may lead to a serious conflict.
- _____ 3. Two countries may become enemies when they have opposite interests or goals.
- _____ 4. For a conflict to be resolved, there must be someone neutral who will mediate between the two conflicting parties.
- _____ 5. A group or company whose members do not have conflicts with each other and are always in harmony will always stay sound and strong.
- _____ 6. A “win-win situation” is one of the conflict resolution processes where both parties get something that they want. They usually arrive at a compromise agreement where both of them agree to meet halfway.
- _____ 7. A conflict in a group indicates that all its members do not have any problems or questions regarding the principles, methods and aims of the group. They all agree that the principles, methods and aims should not be changed, and should remain exactly as they are.
- _____ 8. A minor conflict within a group can help make the members be more open-minded. They also become more prepared to deal with similar conflicts that may happen in the future.
- _____ 9. Only managers or bosses should try to develop skills in resolving conflicts.
- _____ 10. An accommodating person insists on his/her personal beliefs or goals and overlooks what is good for a relationship.

Well, how was it? Do you think you fared well? Compare your answers with those in the *Answer Key* on page 49.

If you got a score of 8 to 10, very good! This shows that you already know much about the topics in this module. You may still study the module to review what you already know. Who knows, you might learn a few more new things as well!

If you got a score of 7 or lower, don't feel bad. This only means that this module is for you. It will help you to understand important concepts that you can apply in your daily life. If you study this module carefully, you will learn the answers to all the items in the test and a lot more! Are you ready?

You may now go to the next page to begin Lesson 1.

LESSON 1

Conflicts, Conflicts Everywhere!

Welcome to Lesson 1! This lesson aims to explain some of the probable causes of conflict. It will discuss why conflicts happen in various situations at any given time.

After you finish this lesson, you should be able to identify and explain some of the usual causes of conflicts.



Let's Study and Analyze

Have you been in a disagreement with any member of your family? If so, will you agree when I say that conflict or disagreement is a common experience for all of us? In answering the question, study the illustration below.



Conflicts can happen anytime and anywhere. They may arise from a petty disagreement or misunderstanding, and may then result in more serious confrontations and hostilities.



Let's Try This

Aling Basyon and Aling Siony are both market vendors. They sell vegetables. Their stalls stand next to one another. Because they work side by side, they have become friends.

One day, they had a disagreement. As a result, Aling Basyon and Aling Siony refused to speak to each other. This went on for a long time. Until now, the two are still not in good terms. Too bad! A small misunderstanding had grown so big that two friends have now become enemies.

It is difficult to tell who is to be blamed for the conflict. It is difficult to tell who is right and who is wrong. Both Aling Basyon and Aling Siony have their own versions of the story. Do you agree with this statement? Write your answer here:

Now, explain your answer:

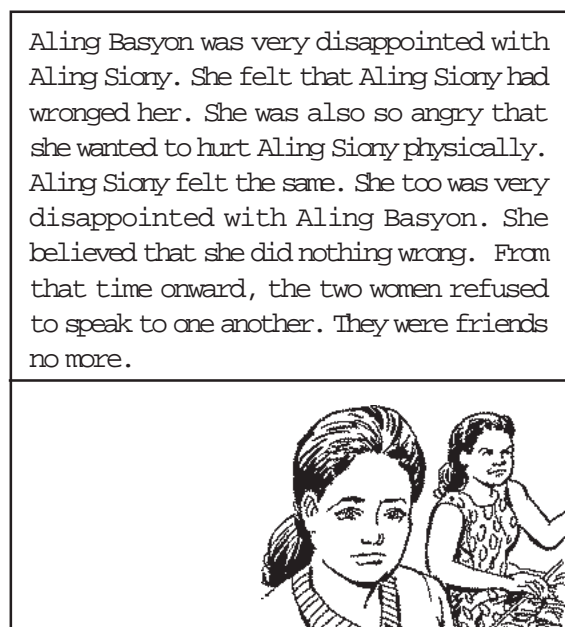
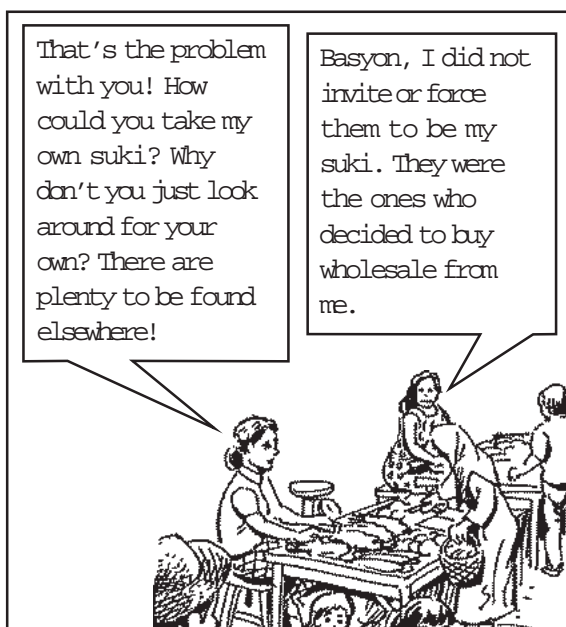
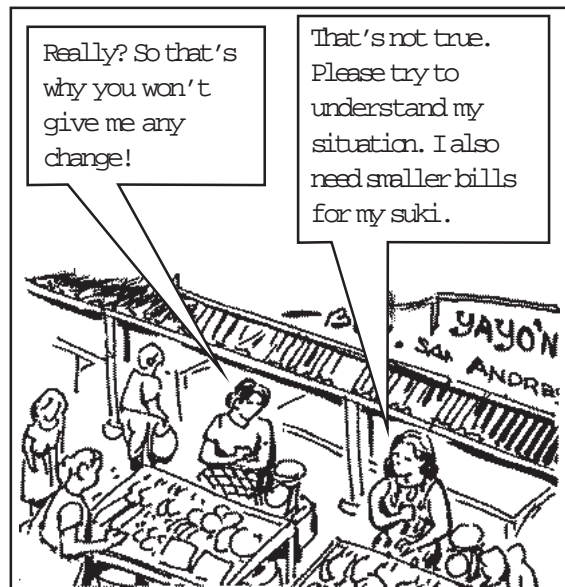
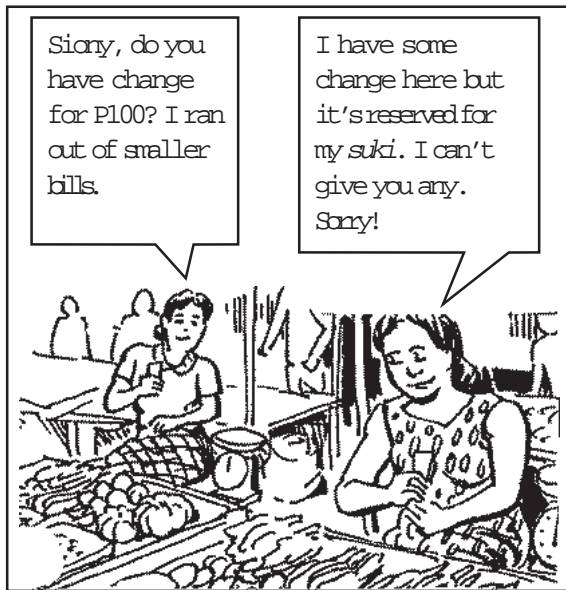
Have you finished writing your answers? If so, compare them with the sample answers in the *Answer Key* on page 49.



Let's Read

The conflict between Aling Siony and Aling Basyon grew into a serious one, right? Why did this happen?

To understand how a small disagreement grew into a serious misunderstanding, let's read the comic strip on the next page.





Let's Review

Think about the questions below. Then write your answers in the spaces provided.

1. In the conflict between Aling Siony and Aling Basyon, who was right? Who was wrong?

2. If you were to mediate between the two, how would you do it? What would you do to make Aling Siony and Aling Basyon be friends again?

3. Is there a chance that the two women will become friends again? Explain your answer.

When you are done, compare your answers with those in the *Answer Key* on page 50.



Let's Learn

Conflicts are not new in our world. In every country and at all times, quarrels, misunderstandings, fights and other forms of conflict between people arise. Conflict has been experienced by mankind ever since the first human beings appeared on earth.

Conflicts happen not only between two people (e.g. between husband and wife, siblings or friends), but it can also arise within a group. It can happen to the various sectors of society, and to the different countries of the world. Sad to say, some conflicts lead to fighting or war. But then again, there are those which are resolved before anyone actually gets hurt.

Why does a conflict happen? Write down your answer below.

A conflict is usually caused by differences in ideas, values, feelings or goals.

Suppose there are two persons, whom we shall call Mr. Left and Mr. Right. Mr. Left has ideas or values that are different from those of Mr. Right. Thus, the two may argue, debate, or do things that one or the other will not like. This leads to conflict. Whoever is stronger or more powerful — whether it is Mr. Right or Mr. Left — will often “win” or have the upper hand. Meanwhile, the weaker person usually cannot do anything but defend his position or maintain his own beliefs.

Here are some examples of what the weaker person can do:

- ◆ avoid confrontation or face-to-face meeting;
- ◆ resist change; or
- ◆ counter-attack by:
 - accusing the other party;
 - refusing to accept the truth; or
 - challenging the credibility of the other party.

In times of conflict or disagreement, the relationship between the two parties becomes strained.



Let's Think About This

Think of conflicts that can happen in your family, workplace, community, country and the world. Why do these conflicts occur? List your answers inside the boxes below.

Causes of Conflict

A. Within the Family

1. _____
2. _____
3. _____

B. In the Workplace

1. _____
2. _____
3. _____

C. In the Community

1. _____
2. _____
3. _____

D. In the Country

1. _____
2. _____
3. _____

E. Around the World

1. _____
2. _____
3. _____

After you finish answering the test, compare your answers with the ones on the next pages.

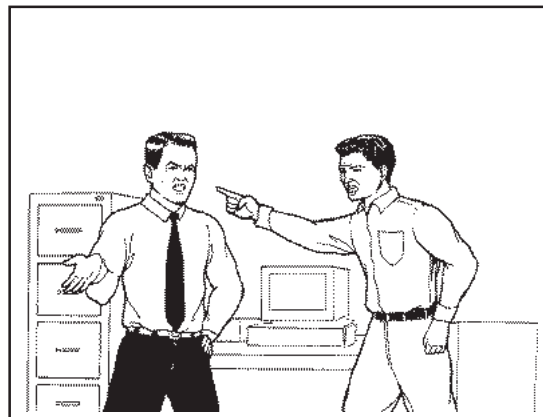
In the Family

Disputes among siblings and between parents and children often occur because of pride, misunderstandings, lack of respect and communication, jealousy and many others.



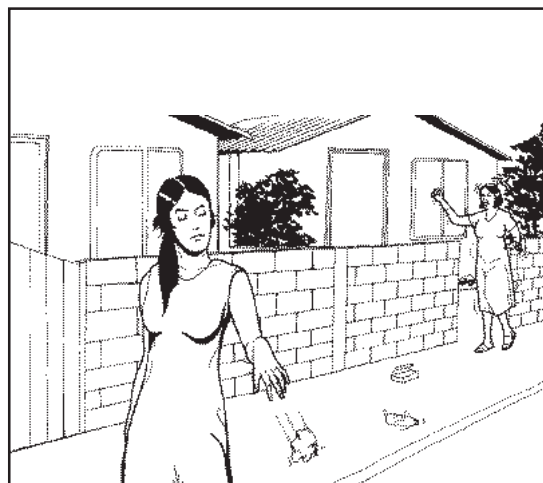
In the Workplace

Disputes between supervisors and workers; fellow workers; and company owners and workers occur very often. These may be caused by envy; the desire to make oneself look good to one's superiors; crab mentality or trying to prevent others from becoming successful; and failure to fulfill one's duties. Tensions also arise from stressful work environments and unjust company policies.



In the Community

Among the conflicts that arise in the community are disputes between neighbors. Some of the causes of these conflicts are envy, lack of sense of responsibility as members of the community, gossiping, differences in lifestyles, and disrespect for other people's beliefs and opinions.





In the Country

Conflicts that happen within the country have many causes. These may include:

- ◆ differences of ideologies among the different groups;
- ◆ unjust practices of the government, such as corruption and cronyism or favoritism among government officials;
- ◆ failure of the government to provide the basic needs of the people;
- ◆ inefficient services of government agencies and institutions;
- ◆ stiff competition among businessmen and politicians;
- ◆ unequal distribution of wealth;
- ◆ land grabbing; and
- ◆ poverty.

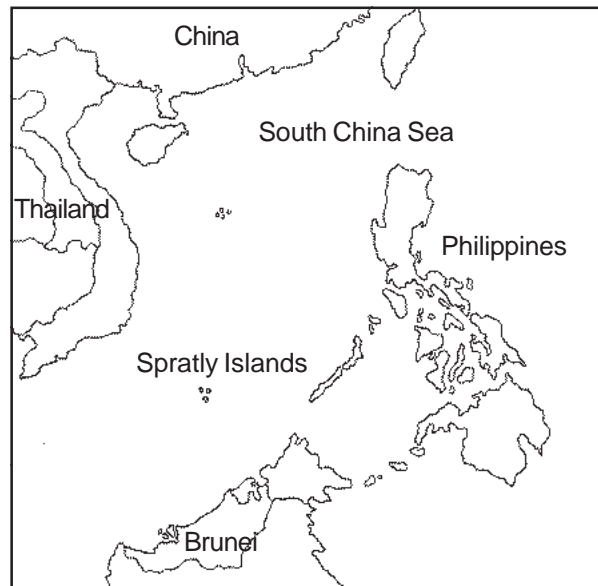
In the World

Worldwide conflicts have deep roots. These may have something to do with the differences in ideology, history, culture, religion, and color or race among nations. One can also look at the causes of conflicts in terms of unequal wealth or economy, competition over natural resources, disputes over territories, invasions, etc.

An example of this is the issue on the Spratly Islands.

The issue on who really owns these islands can lead to a lot of trouble. Some say the islands are still part of Malaysia, while some people claim that they are within the territory of the Philippines.

Where can the Spratly Islands be found? The Spratly Islands are a chain of islands found west of Palawan. They lie 388 km along the South China Sea. Thirty-three of these islands are habitable.



In your opinion, why are many countries claiming ownership of the Spratly Islands?

Many countries are claiming ownership of the islands because:

- ◆ The islands are a good docking place for ships travelling between Singapore and Hong Kong.
- ◆ There are reports, though not yet confirmed, that they contain huge deposits of natural gas, coal and other minerals. According to a Reuters report, 225 billion barrels of oil and natural gas can be found underneath the islands.



Let's Study and Analyze

A conflict may also arise due to differences in culture. Culture includes our beliefs, hopes and dreams, values, art, behavior, and ways of thinking.

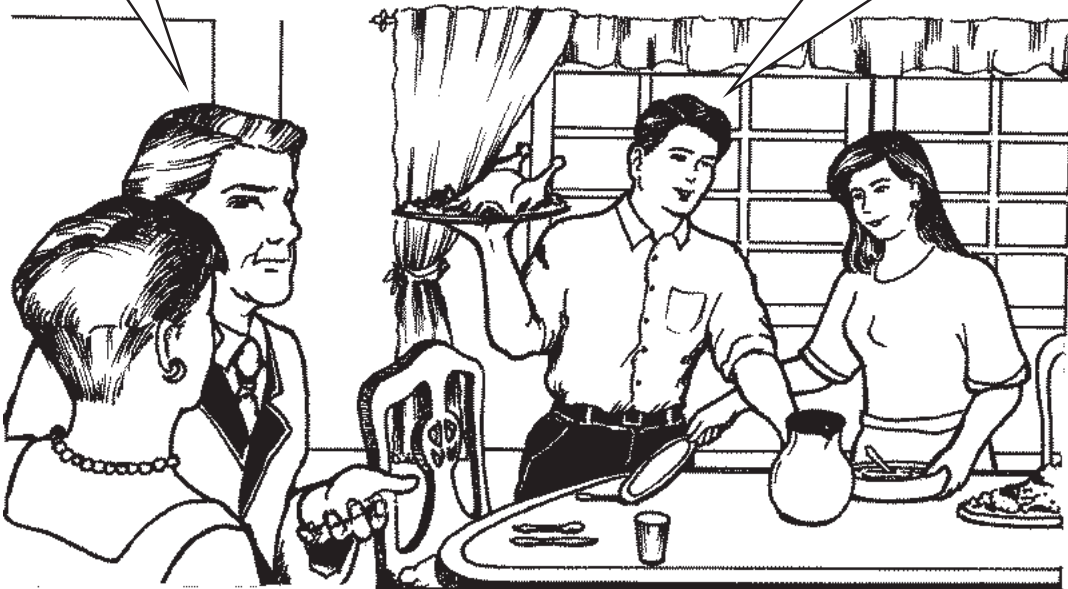
For example, as Filipinos, we are very hospitable. When we have guests in our home, we do our best to make them comfortable and to provide for their needs. This behavior is part of our culture. But there are people in other countries who may not like this behavior.

To learn more about how cultural differences cause conflicts or disagreements between nationalities, read the comic strip on the next page.

Mr. and Mrs. Jones are visiting their friends in the Philippines, Mr. and Mrs. Gomez.

These Filipinos are very servile.
Look at them fawn over us!

We must make our guests as
comfortable as possible. We
don't want them to complain
that we didn't entertain them
enough or attend to their needs.



Three months later, it was the turn of the Gomez couple to visit their friends in the United States.

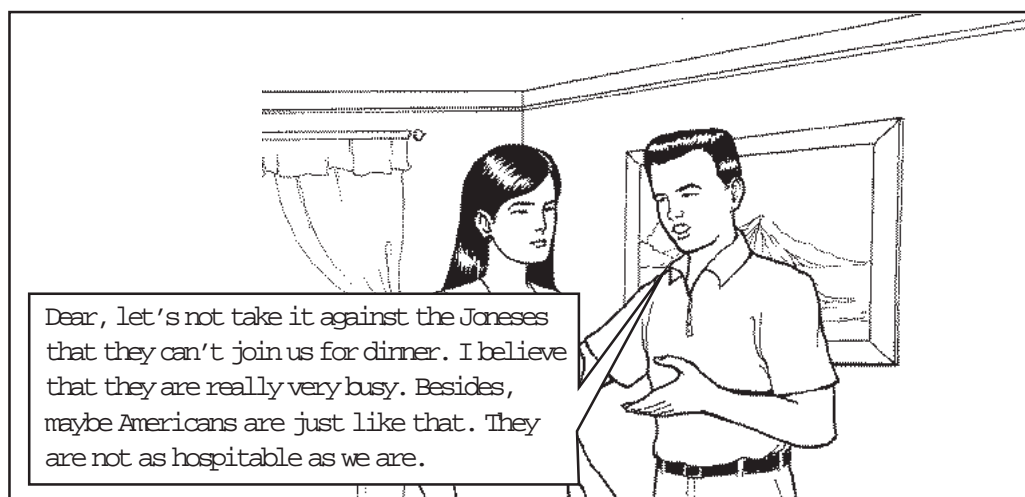
Sorry, we can't go out for
dinner with you this weekend.
We have work to do.

How rude! When they visited our
home, we were very hospitable. Now
they repay us with coldness. I will
not make the mistake of visiting
these people again.



The comic strip showed a cultural difference manifested at the person-to-person or interpersonal level. This kind of difference can sometimes lead to conflicts. In the example, Mr. and Mrs. Gomez got disappointed and angry because they felt that they were not treated well by their American friends. Because of this, the Gomezes never want to visit them in the U.S. again. The two couples — the Joneses and the Gomezes — will probably stop being friends.

To resolve this kind of conflict, both parties must try to be more understanding of each other's differences. They should learn to accept other people's behavior even though they may consider such to be undesirable.



Let's Review

I'm sure that you already have some experiences with conflicts. Give one example of a conflict that happened in your life or that you know about. (It may have involved your friends, family members, neighbors or acquaintances.) Explain how this conflict began and how it ended. Write your answer in the space provided below.

After you finish narrating your experience, you may compare your answer with the one in the *Answer Key* on page 50.



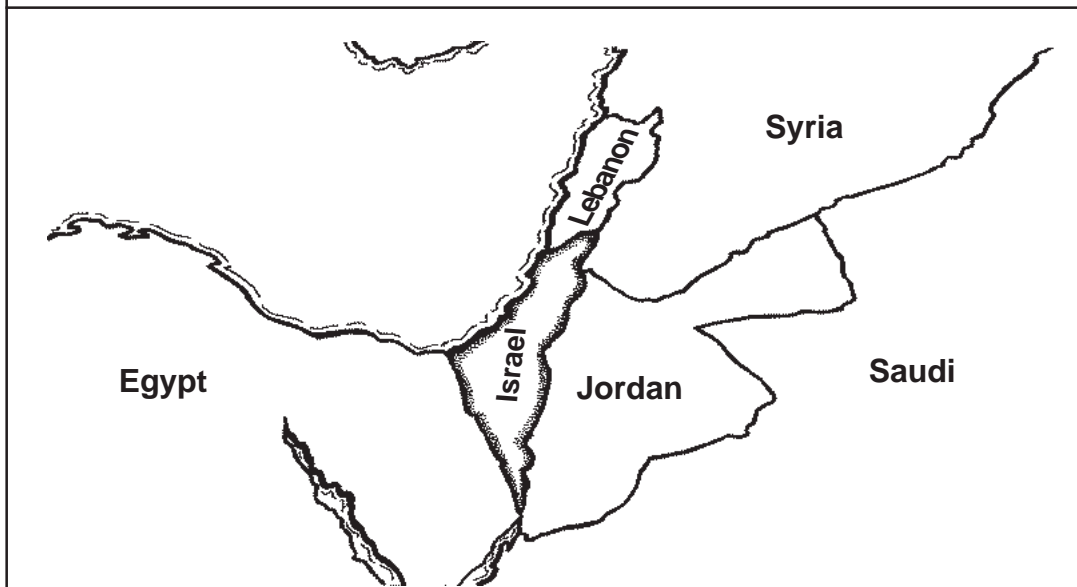
Let's Read

We have seen earlier that conflicts can happen between persons, or at the interpersonal level. You also learned that they can happen between groups of people, communities or even countries.

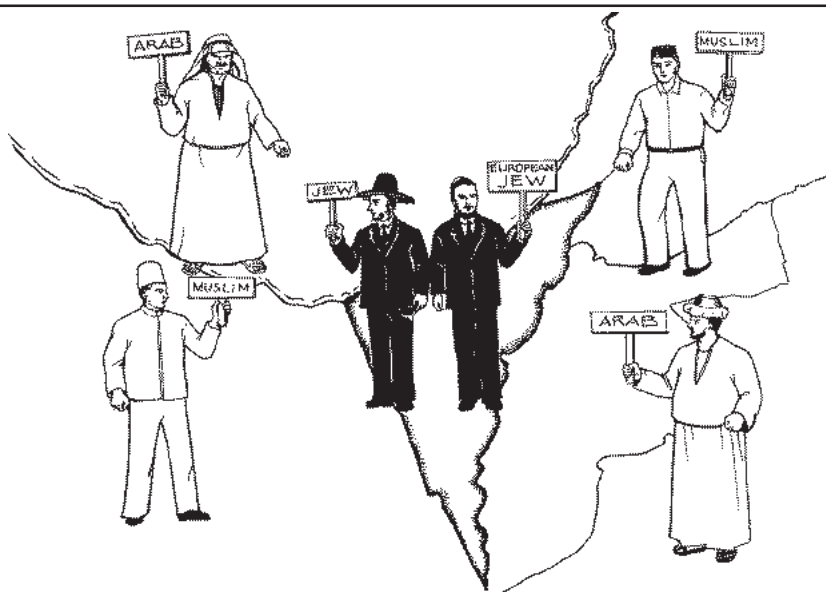
When a conflict is not resolved immediately, it can strain relationships between people, communities and countries. In the case of two or more conflicting countries, the diplomatic relationships, business and trade dealings between them often suffer. Worse, their conflict can lead to armed fighting or war.

Below is an example of an international conflict that led to war.

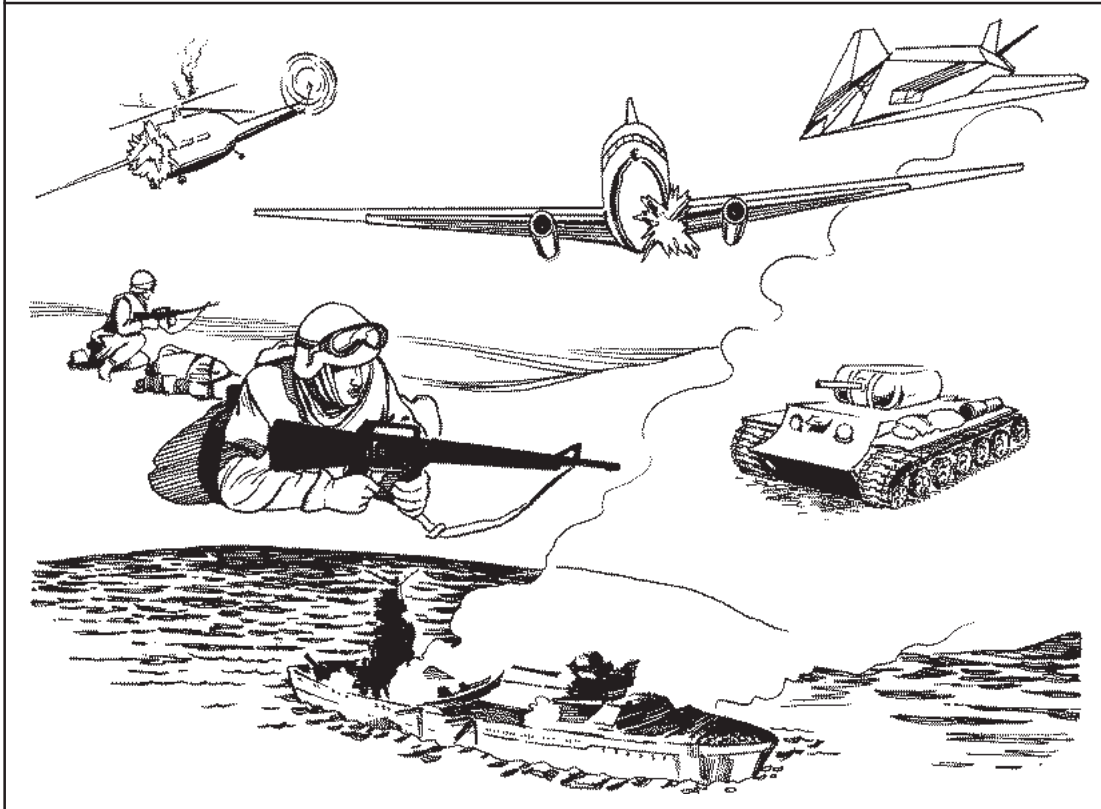
In 1948, the state of Israel was established with the support of the United States and the United Nations. Israel was the first Jewish nation to be established in 2,000 years.



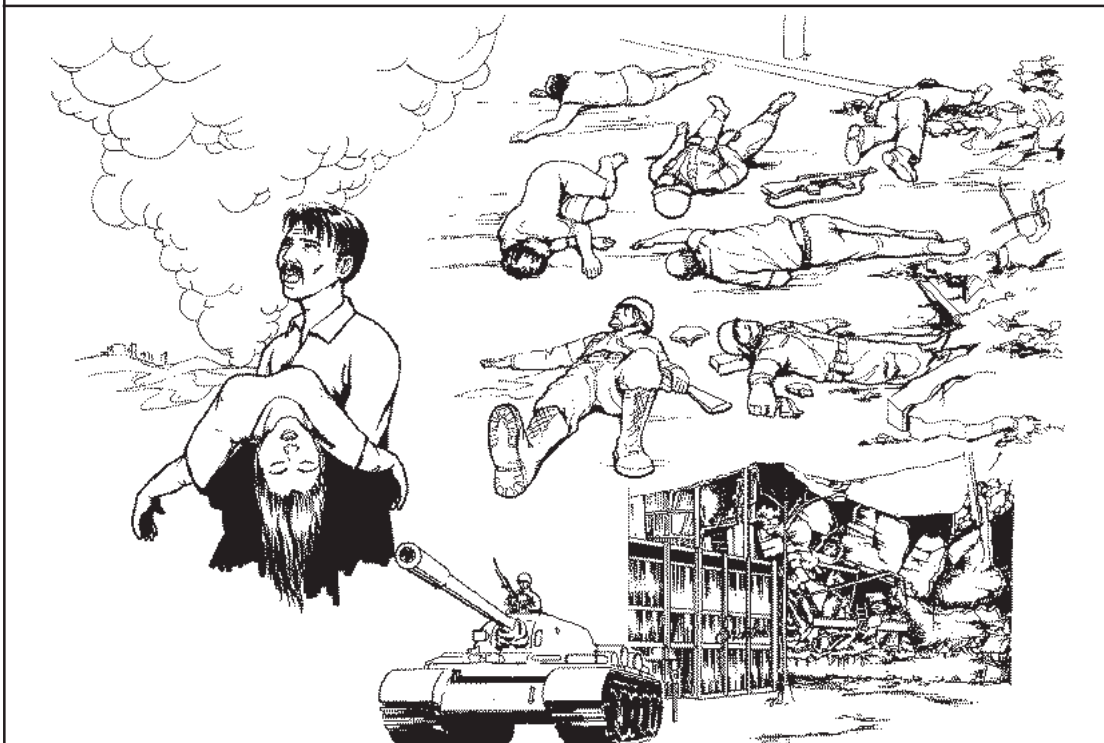
Its neighboring countries did not like this. They felt that Israel was an alien country forced into their midst against their will.



The conflict led to war. Several bloody confrontations took place. The major wars occurred in 1948-49, 1956, 1967, 1973 and 1982.



These wars caused the deaths of many people and the destruction of many public properties. They also weakened international relations, caused economic crises and even threatened to lead to the feared World War III. Up to now, the Arab-Israeli conflict remains unresolved.





Let's Review

Answer the questions below. Choose your answers from the words in the box.

Jews	wars	Jordan
fighting	negative	Arab-Israeli conflict
Arabs	Israel	

1. The topic of the comic strip is the _____.
2. The conflict arose from the establishment of a new country named _____.
3. The _____ felt that a foreign country was thrust in their midst against their will.
4. The conflict resulted to _____.
5. The conflict produced many _____ outcomes like the deaths of many people and the destruction of public properties.

When you have finished the test, compare your answers with the *Answer Key* on page 51.



Let's Learn

Conflict can have so many causes. It can be a minor disagreement, which if not resolved immediately can result to a major misunderstanding or war.

At the personal level, conflicts can start from yourself depending on:

- ◆ how you manage your family's affairs;
- ◆ how you get along with other people;
- ◆ how well you follow rules;
- ◆ how you interact with the community;
- ◆ how you show your love for your country; and
- ◆ how you deal with the different ideas, opinions, cultures, etc. of other people.



Let's See What You Have Learned

Explain how conflict could arise in the following situations. Write your answer in the spaces after each situation.

1. There is a barangay ordinance about garbage disposal that has been passed by the barangay council of Barangay San Juan. The ordinance requires all the people living in the community to throw their wastes only in designated places. Mang Juan, however, is unaware of the ordinance. He is used to throwing his garbage in the nearby Meralco post beside the house of Aling Maria.

2. Mila and Nenita are best friends. Mila left their town in the province of Romblon to work in Manila as a factory worker. Before Mila left, she requested Nenita to look after Lando, Mila's boyfriend. Three years have passed and Nenita and Lando have not received any news from Mila.

Due to the terrible economic crisis that struck the country, Mila was among the many Filipinos who got laid off from their jobs. Mila decided to go back to Romblon, only to find out that her best friend had married the love of her life.

After you have finished, compare your answers with those in the *Answer Key* on page 51.



Let's Remember

- ◆ Conflicts can happen anywhere and at any time. They are a part of life.
- ◆ Conflicts can happen between people, or between groups of people such as organizations, companies, communities or even countries.
- ◆ A common cause of conflict is the differences in cultures, ideas, values, feelings or goals.
- ◆ Conflicts can lead to negative outcomes like quarrels, strained relationships, fighting or even war.

LESSON 2

Methods of Resolving Conflicts

In Lesson 1, you learned about some of the probable causes of conflicts. You learned that conflict can cause even bigger problems. Between persons, it can cause bad feelings, quarrels and lost friendships. Between countries, it can lead to fighting and even war.

We want to avoid these undesirable results of conflict, right? To do so, we need to learn how to manage conflict.

This lesson will discuss how to manage and resolve conflicts. It will explain the different methods of resolving conflicts.

After studying this lesson, you should be able to:

- ♦ explain and demonstrate the different methods of resolving conflicts; and
- ♦ identify the persons and institutions that persons and nations can turn to in times of conflict.



Let's Try This

What do you usually do if you have a disagreement with any of your family members or your friends? Write your answer in the space below.

Have you finished writing your answer? If so, you may compare it with the one on the next page.

Here are some of the things that people do in order to manage a conflict:

- ◆ avoid the person they have a disagreement with;
- ◆ fight with the person;
- ◆ forgive the person;
- ◆ talk with the person and settle their disagreement; or
- ◆ tell other people some bad things about the person.

Some of the actions listed above lead to negative results. Can you identify which ones are these actions? Now, which ones do you think will probably lead to good results?

Obviously, there are *right* and *wrong* ways to deal with a conflict. Here are some of the proper ways of managing a conflict so as to prevent it from becoming worse:

- ◆ Set a time and place for a dialog to resolve the conflict.
- ◆ Analyze your side of the conflict and the side of the other party as well.
- ◆ Listen more carefully to the other person instead of talking so much. Remember that we have two ears and only one mouth. Thus, we must listen more and talk less.
- ◆ Be creative. Try to think of ways by which you can resolve your conflict. For instance, if you find it hard to talk, you may instead write to each other about your feelings. Or you might wish to have a reliable go-between or “bridge.” This person will serve as your “messenger” who will take your messages back and forth. The point is: Do not limit yourself to the habitual or familiar methods that you know. Think of some other way! Ask the other party to do the same. Then agree on a common method that will work for both of you.
- ◆ Continue finding a solution to your conflict. Do not give up. If the present dialog does not work out, agree to meet and talk again.
- ◆ Try to maintain a good relationship with the other party. While having a dialog, focus on the work at hand and not on the personality of the persons involved.
- ◆ Try to further improve your skills in managing a conflict.



Let's Think About This

When trying to resolve a conflict, do you think it is important to listen patiently and carefully to what the other party or person is saying? Think about this for a while, then write your answer below.

Have you finished writing your answer? If so, compare it with the answer below:

Yes. It is indeed very important to listen patiently and carefully. This must absolutely be observed in managing and resolving conflicts. If both parties or at least one of them does not listen carefully, it will be difficult to resolve the conflict.

If you have a conflict with somebody, you should listen carefully to what he/she is saying. This way, you will know if he/she really wants to resolve the conflict. You will also make the other party feel that you truly want to understand his/her side. Remember that it is not only your side which should be considered. The side of the other party must also be given importance.

Also, when you listen actively, you will be able to put yourself in the place of the other party. You will understand what he/she feels and wants. This helps a lot in resolving your conflict.





Let's Try This

Below is a dialog. Read it together with a partner.

The instructions are simple. You will read the lines of Maring (on the left column of the table below) and your partner will read the lines of Isabel (on the right column). You will read alternately, so that your partner makes a response after every line that you read. When you read, do so with emotion. Also, read your lines only. Do not even look at the lines of your partner as he/she is reading them out loud. It will be best if your partner can cover his lines such that you won't be able to see them while he/she is reading aloud. For your part, be sure to listen carefully to what your partner is saying.

	Maring (You)	Isabel
1	Hello! I heard that you have news for me.	Yes, indeed. I have been thinking about you.
2	Brenda, that gossiping old lady! What has she been saying about me?	Well, she said you were a bit unusual. She was surprised about your behavior.
3	That good-for-nothing <i>tsismosa</i> ! I saw her this morning and she smiled at me. I didn't know that when my back is turned, she gossips about me.	Do you mean Brenda? She had a fight with Aling Marta. A big rumor is going around.
4	Yes, they had a big fight in front of Aling Marta's store. They hurled terrible insults at one another. It was really shocking to hear . . .	Well, that's good. It's good that they are saying what they think.
5	But I was glad that Nelia fought with Brenda. It was about time that someone told Brenda what a mean, old gossiping person she is.	I agree. Brenda has changed. She is no longer a <i>tsismosa</i> .
6	Like Nelia, I will also not hesitate to tell Brenda that she should stop gossiping about people.	Look, he



Let's Try This

After reading the dialog with your partner, answer the following questions.

1. What was the dialog about?

2. Based on the lines you read, was Maring a good listener? Explain your answer.

3. Which lines of Isabel did Maring fail to pay enough attention to? Write the numbers of the lines only (refer to the dialog on page 23). What was being said about Brenda in those lines? How should Maring have reacted to these lines?

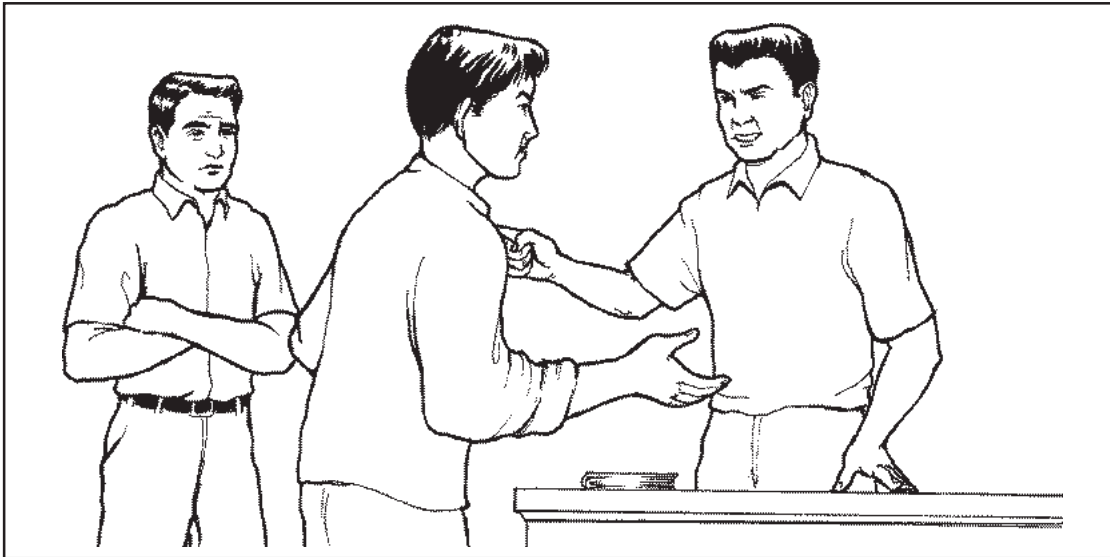
4. What would probably happen between Maring and Brenda as a result of Maring's poor listening skills?

Have you answered all the questions above? If so, compare your answers with the sample answers in the *Answer Key* on pages 51–52.



Let's Read

Read carefully the situation given below.



Mang Ambo is spearheading a campaign called "Toward a Better Barangay." He is overseeing two projects, namely "Protect the Environment" and "Let the Forest Come Alive Again." *Mang Ambo* has two assistants in these projects. One is *Mang Teroy* and the other is *Mang Kulas*. Unfortunately, *Mang Teroy* and *Mang Kulas* often disagree with each other. Recently, they argued about which method their group should use to raise funds for their projects. *Mang Teroy* criticized all of *Mang Kulas'* ideas. In return, *Mang Kulas* also said he hated all of *Mang Teroy's* suggestions.

At first, *Mang Ambo* did not pay any attention to the argument between his two assistants. He thought that it would be resolved in time. Besides, *Mang Ambo* believed that a little conflict from time to time would actually do their group some good. It would encourage everyone to be more thoughtful.

But as time passed, the rift between *Mang Teroy* and *Mang Kulas* got worse. They now fought more often and more intensely. They even fought in front of the people whom they were supposed to serve. As a result, many people began to stay away from their group. The group's supporters decreased in number.

Finally, *Mang Ambo* decided to do something about his assistants' conflict.

"What should I do about these two?" *Mang Ambo* said to himself. "Shall I be commanding and dictatorial? Shall I use all my power as their leader to stop them from fighting? What can I do to reconcile them?"



Let's Think About This

Mang Ambo has a serious problem, right? What can you advise Mang Ambo? Do you think being dictatorial is the solution? What would happen if Mang Ambo continued with his plan of action? Write your answers in the spaces provided below.

Have you finished writing down your answer? If so, compare your answers with the one below.

As the leader of their group, Mang Ambo is responsible for reconciling members who get into disagreements. He should do something to settle the rift between Mang Kulas and Mang Teroy. If he does nothing, their group will suffer. The fighting has already caused the decrease of support for their group.

Mang Ambo can talk to Mang Kulas to find out his side of the story. Then Mang Ambo should also talk to Mang Teroy to listen to his side. Next, Mang Ambo can arrange a dialog between the two. He should act as a mediator or a facilitator. He should find out what his two assistants want to happen to end their conflict. He should ask them to give some possible solutions to their problem to arrive at a compromise agreement. This method is called a “win-win solution” where the two parties—Mang Teroy and Mang Kulas—can both get what they want. At the same time, Mang Ambo and their group will also benefit. Thus, everyone will be happy!

Using force or power, or being dictatorial, is not a good solution. Sure, it may stop the conflict. But it will also destroy good relations. Not only will the rift or conflict between Mang Teroy and Mang Kulas continue but also, their relationship with Mang Ambo might suffer. As a result, friendships might be destroyed.



Let's Study and Analyze

Was your answer similar with the one given? If so, very good. If not, don't worry because we will now discuss the different methods of managing conflict that people use. Some of these styles help resolve a conflict while others only make them worse. Read each one carefully.

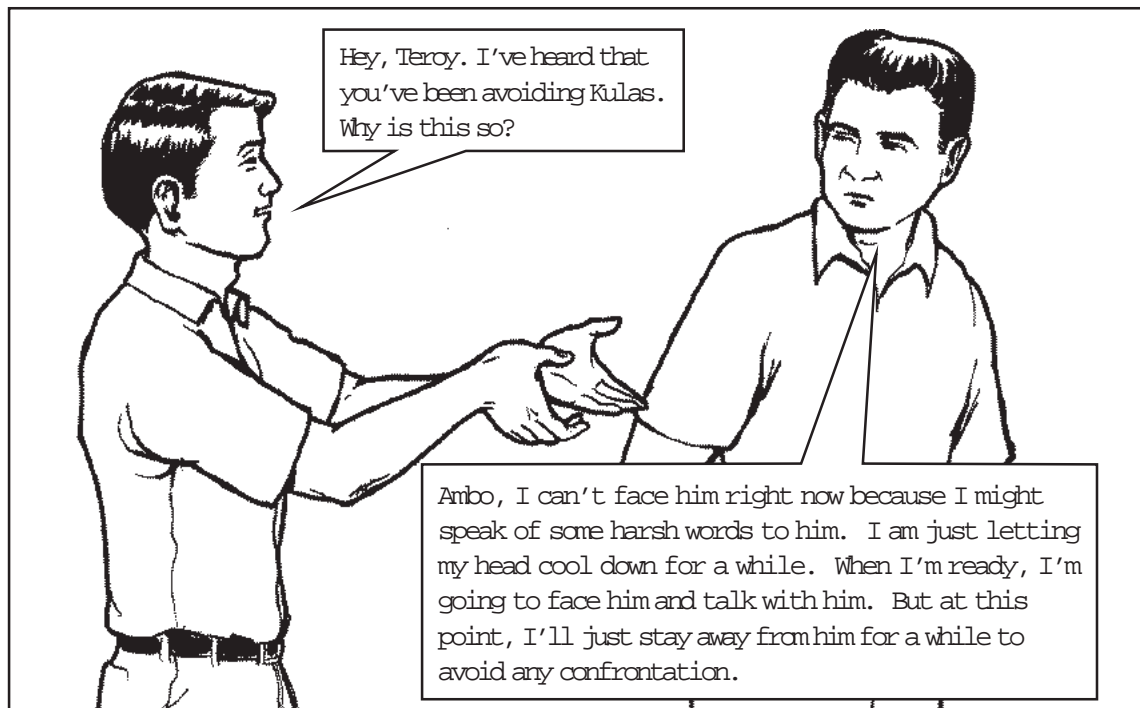
Different Methods of Managing a Conflict

1. Avoidance

In this method, the people involved in the conflict avoid one another. They shy away from talking to or meeting each other. For a short time, this style can be helpful in resolving the conflict. Why? Because it gives both parties time to “cool off.” When they do not see each other, they become calmer and less “warlike.” They get the chance to reflect calmly—with cooler heads—on what caused the conflict and how it can be resolved.

Have you ever experienced avoiding a person whom you have a disagreement with? If so, why did you avoid him/her?

Let us read what could have happened to the story of Mang Ambo if Mang Teroy avoided any meeting with Mang Kulas.



Avoidance

Do you think that if Mang Teroy will continue avoiding Mang Kulas, they will resolve their conflict? Why?

Was your disagreement with your friend solved when you avoided him/her? Explain your answer.

Not quite, right? Any disagreement or conflict, if prolonged, will only worsen. Continued avoidance just prolongs the conflict. It does not resolve the conflict. If the people concerned continue to avoid each other for a long time, their conflict will grow worse. It will not be resolved. This leads to a “lose-lose situation”—both parties or people involved will not benefit from their actions. In the end, the damage in their relationship may become irreparable (beyond repair).

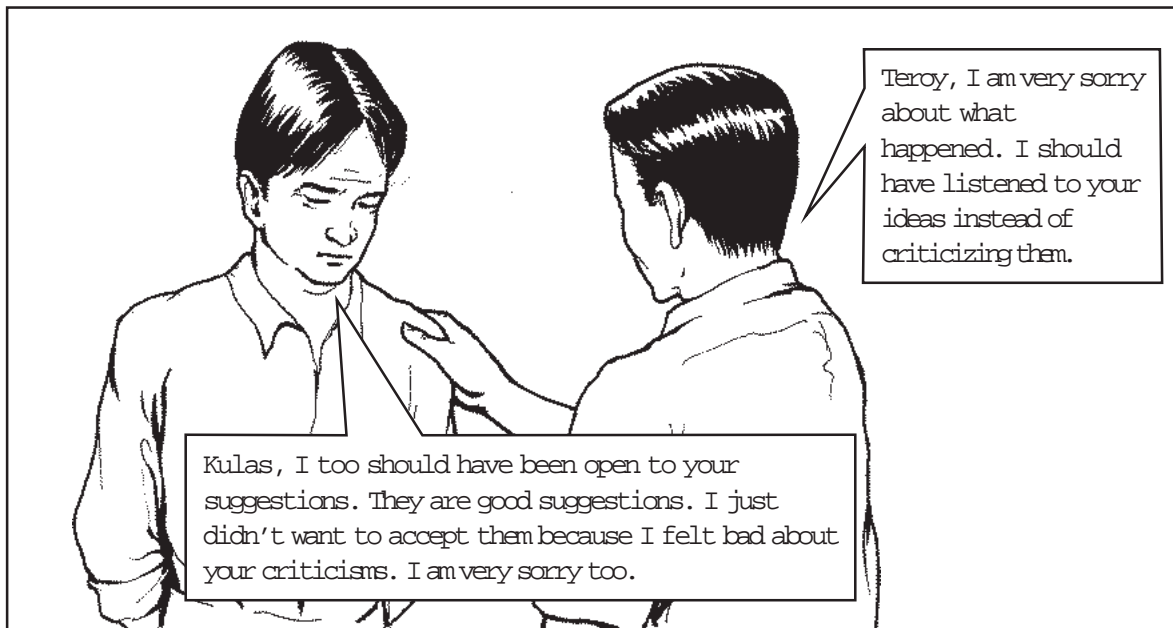
2. **Being understanding and accommodating**

In this method, the people involved give more importance to their relationship rather than to their personal feelings. They set aside their personal aims and emotions for a while and focus on how they can be good friends or co-workers again.

Have you ever accepted that you are wrong and apologized to the person you had a disagreement with so as to put an end to your disagreement? If so, describe briefly below what happened.

This method is useful when a person has accepted that he/she is wrong. Or, it may be that upon thinking, a person decides that he/she will be at the losing end of the conflict. In other words, the conflict will not do him any good so he/she decides to end it peacefully.

Let us continue reading the story of Mang Ambo to find out what could have happened if Mang Kulas and Mang Teroy apologized to each other.



Being understanding and accommodating

This method could either lead to a “lose-win” or a “win-win situation.” How? By accepting that you committed a mistake, you also recognize that the other person is correct. In the case of Mang Kulas, he accepted his faults and apologized for them. It may be considered that he lost in his conflict with Mang Teroy because he accepted his defeat. However, since the two of them apologized to each other, they both win their friendship back.

Since they have reconciled, they now become more open to each other's ideas, criticisms and suggestions. They can now work more efficiently. Thus, they are not the only ones who benefited from their reconciliation, but the entire group which they belong to.

3. Compromising

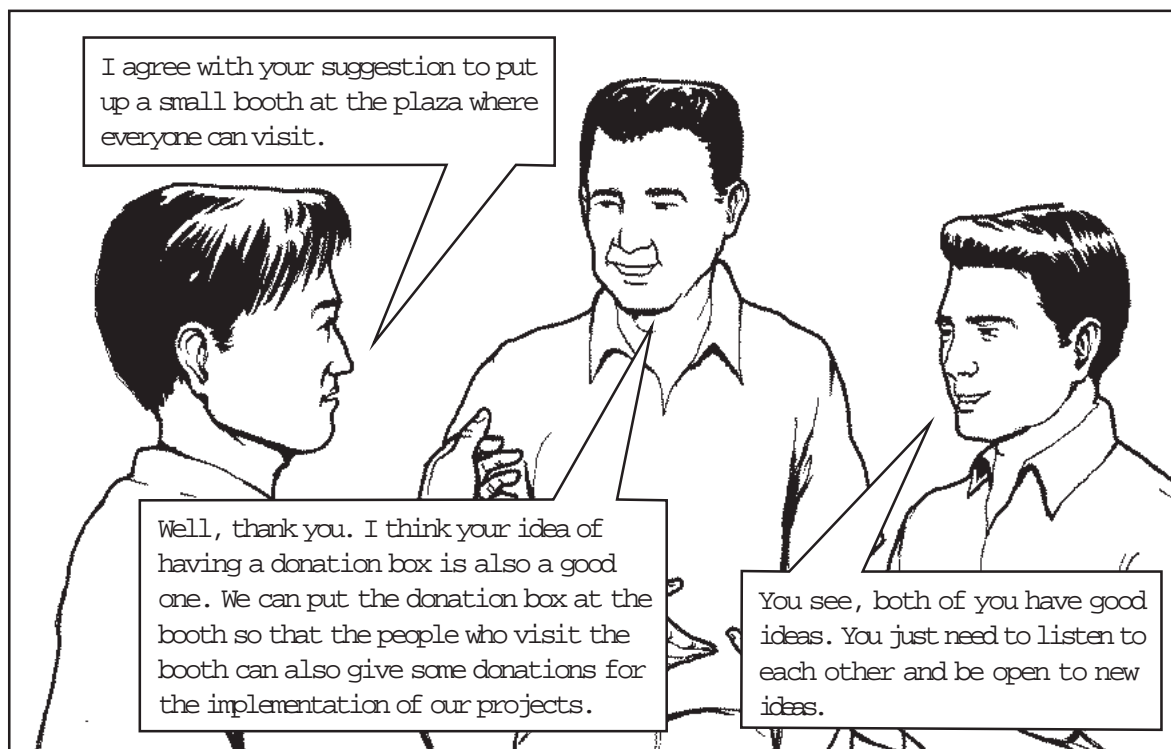
In this method, the person gives equal importance to his/her personal feelings and to his/her relationship with others. What happens is that both parties sacrifice their personal feelings—up to the extent that they can bear—for the good of the majority. This is also called “meeting in the middle” or a “win-lose situation.” This means that they win some and lose some. Often, not all of their demands will be granted. Only those demands that are more useful and urgent will be accepted. It is the company or group to which they belong that benefits the most.

There can also be circumstances where all the demands of both parties or persons involved can be met. Such circumstance can lead to a “win-win situation.” This simply means that when two or more parties listen carefully to each other with open minds, it is possible that they can realize that all of the demands are relevant and acceptable.

Have you ever agreed to enter into a compromise agreement? If so, describe it below.

Going back to the story of Mang Ambo, the entire group has been affected by the conflict between Mang Kulas and Mang Teroy. If only Mang Teroy and Mang Kulas will have time to talk, with Mang Ambo as the facilitator of the dialog, then both of them can listen to each other's argument. By doing so, they will have an opportunity to study each other's arguments and find out which ones are agreeable to both of them and helpful to their group.

It is possible that not all of their ideas will be acceptable to each other. What is important, however, is that both of them could agree on some points that will be beneficial to them and to the group. Yet, it is also possible that all of their ideas will be implemented if they are all acceptable to the group.



Compromise

4. **Competing**

In this method, one party proposes a solution and forces the other party to accept it. This leads to what is called a “win-lose situation.” One party wins, while the other loses. This happens because the parties put more importance on their personal feelings than on maintaining good ties. It can be effective when one party is sure that he/she is right and when he/she is stronger or more powerful than the other. But if this style is used often, the stronger party might become a bully.

What could have happened to the conflict of Mang Kulas and Mang Teroy if the method of competing was used?

Let’s see if your answer is correct. Compare it with this sample answer:

Mang Kulas and Mang Teroy’s conflict will only worsen. Since both of them are in disagreement, it will be difficult for them to accept any solution that the other would suggest. As you can see in the illustration below, Mang Kulas and Mang Teroy cannot and will not accept each other’s suggestion. Their minds are closed to the solution that each one has in mind. Each of them thinks that his own suggestion is better than the other’s.



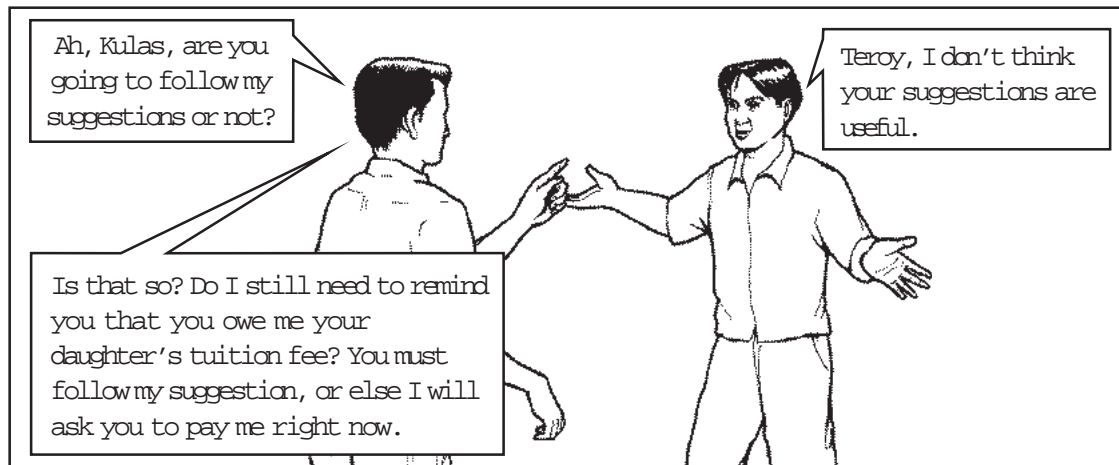
Competing

5. **Threatening**

Do you have an older brother or sister? If so, was there a time that he/she ordered you to do something that you did not want to do? If so, did you follow him/her even though you did not want to? _____

If yes, why did you follow him/her? What did he/she do to you to make you follow him/her?

Almost similar with competing, **threatening** is a method where one party imposes, rather than proposes, a solution and forces the other party to accept it. The other party has to comply with the solution imposed by the other or else he/she will lose something valuable to him/her. The weaker party has no choice but to follow what the other one says. This also leads to a “win-lose situation.” One party wins, while the other loses. In this method, the stronger party actually becomes a bully.

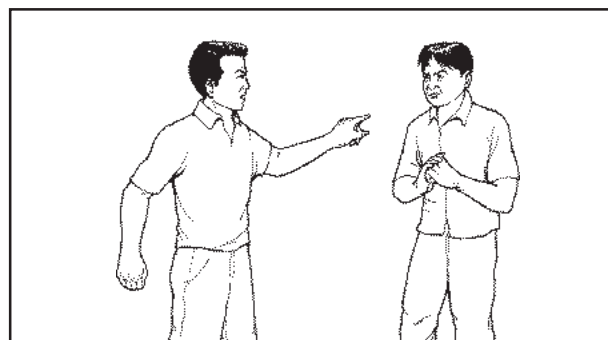


Threatening

6. **Confronting**

In this method, both parties aim to resolve their conflict through violent means. This method could lead to a “win-lose situation.” A win-lose situation happens when the stronger person wins over the weaker person. However, this could also lead to a “lose-lose situation” because:

- ◆ such confrontation could cause serious and permanent damage to both their friendship and working relationship;
- ◆ they won't be able to work efficiently as a team; or
- ◆ the other members of the group will lose their trust in the two persons fighting.



Confronting



Let's Review

Go back and study the situation between Mang Teroy and Mang Kulas. Put yourself once more in the place of Mang Ambo. Study the conflict between your two assistants. Then choose a method/methods that you will use to resolve the disagreement of Mang Teroy and Mang Kulas. Write your answer in the spaces below.

After you finish writing your answer, compare it with the one in the *Answer Key* on page 52.

So how was it? Did you understand the different methods of managing and/or resolving conflict? If not, you can always go back and review the points that aren't clear to you. If you did understand, very good! It means you can start applying them in your everyday life.



Let's Try This

Have you had a disagreement with someone where you tried very hard to talk to the person to resolve your disagreement, but it just didn't work out? If so, what did you do? Did you ask someone to help you resolve your conflict?

Let's see if you know whom to approach when there is an ongoing conflict that you can't resolve by yourself.

Study the situations below and write in the blanks before each number, who among your family, community, country, and even in the whole world, could best take the role of a mediator or a peacekeeper. Good luck!

- _____ 1. Two of your brothers were engaged in a fistfight. The rest of your siblings, including you, just watched them hurt each other.
- _____ 2. Two of your neighbors exchanged harsh words with each other. Both of them filed a complaint against each other at the barangay hall.
- _____ 3. A suspected illegal recruiter was caught by the police. She, however, denied having been involved in any illegal activity. The complainant insisted that the one caught was really an illegal recruiter.
- _____ 4. Malaysia, China and the Philippines are claiming ownership of the Spratly Islands.
- _____ 5. The Palestinian-Israeli war has been causing a lot of suffering to their people and to other nations as well.

After you finish answering the exercise, compare your answers with those in the *Answer Key* on page 52. You can also read the next activity to find out if your answers are correct.



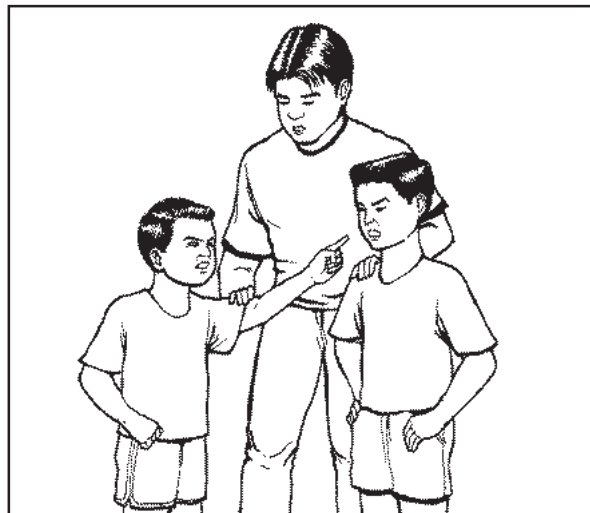
Let's Learn

There are people and institutions that help resolve conflict.

Among these are:

Elders

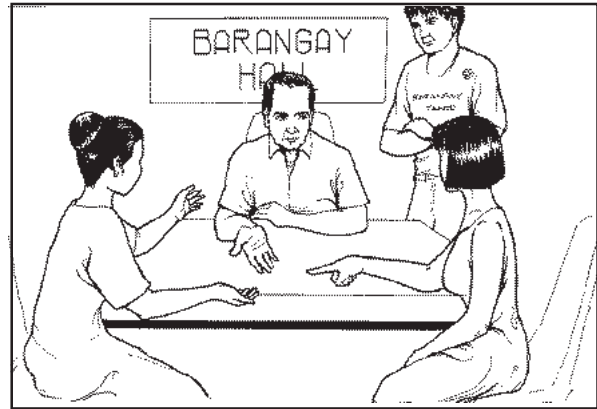
We can rely on our elders to settle any conflict in the family. Who are our elders? They are our parents, grandparents, uncles, aunts, and older siblings and relatives. It is their duty to clear up issues and help those members of the family who are quarreling with each other. They are the ones who can easily reconcile the members of the family who are fighting or who are in conflict or disagreement.



Barangay Officials

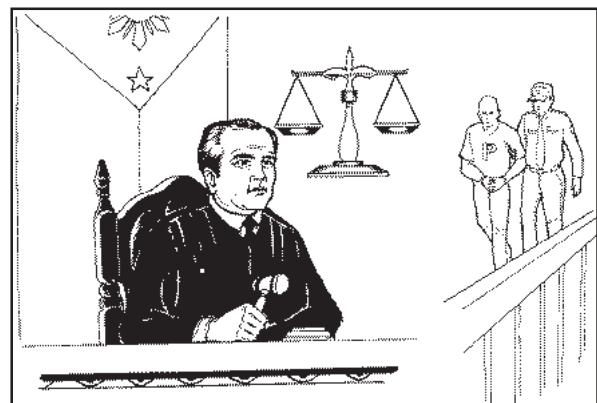
Barangay officials implement plans, programs, projects and laws in the community. It is also in the barangay where opinions and suggestions of the citizens are heard. Disputes between neighbors can be settled here.

The barangay also has a peacekeeping council that serves as a mediator in any dispute in the barangay. One of the duties of this council is to recommend cases to the court.



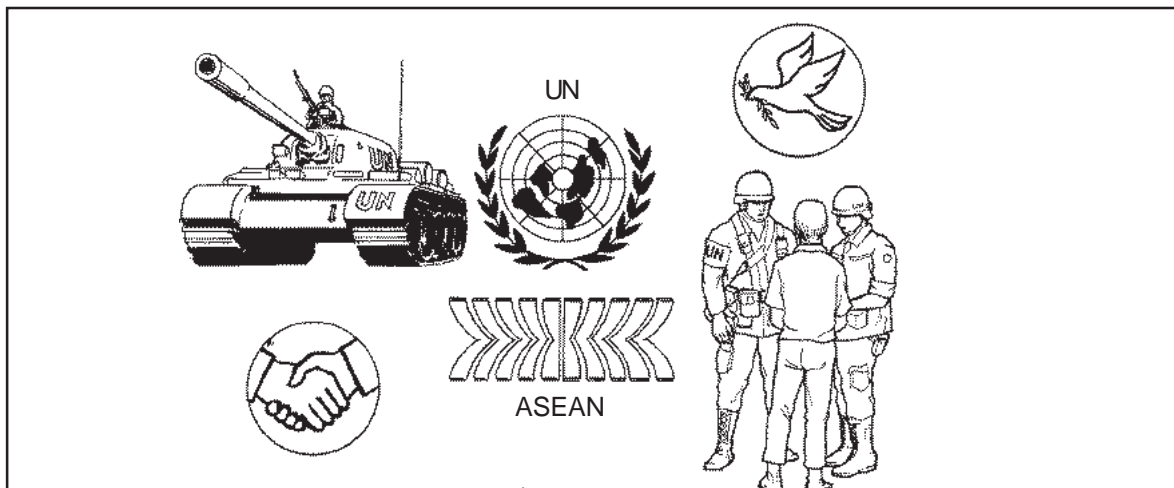
Courts

Our courts hear and judge cases brought to them by the citizens. The judge has the power to decide over a case. In giving a verdict or court decision over a case, the judge has to study and analyze carefully all the evidence so as to come up with a fair and just decision. The court, represented by the judge, has to see to it that justice is served to the rightful person or party.



International Organizations (ASEAN, United Nations, etc.)

The Association of the South East Asian Nations (ASEAN) and the United Nations (UN) are world organizations that promote cooperation among countries. In so doing, they aim to preserve and maintain peace in the whole world.



The ASEAN aims to promote the development of the livelihood and culture of the Southeast Asian region through cooperation among its member countries. It believes that its aim can be attained if its member nations have a harmonious relationship with each other. Its member countries include: the Philippines, Thailand, Malaysia, Singapore, Brunei Darussalam, Vietnam, Laos, Myanmar and Cambodia.

The UN has a similar aim: to maintain global peace and put an end to violence and war. It undertakes peacekeeping missions to resolve armed conflicts in different parts of the world. It also provides venues for peace negotiations so as to prevent escalation of conflict between nations.

Here are some problems that were brought to the United Nations for resolution:

- a. The UN made attempts to establish peace between India and Pakistan, North and South Korea, etc.
- b. It headed the efforts to convince countries to reach an agreement to stop the spread of nuclear arms.
- c. The UN Convention on the Law of the Sea (UNCLOS) guaranteed the establishment of the 200-mile special economic zone. This means that the Philippines has sovereignty over eight of the Spratly Islands called the Kalayaan Islands.



Let's See What You Have Learned

How would you react to the following situations? Encircle the letter corresponding to your answer and explain why you chose that answer. Write your explanation in the spaces provided after each number.

1. You and your brother are having an argument. You know that you are right, but he keeps insisting his side. What will you do?
 - a. I will not give him a chance to explain his side because I know that I am right.
 - b. I will give him a chance to explain. After he explains his side, I will explain mine calmly.
 - c. I will tell him that I am right and he should listen to me.

2. Your *barkada* has a problem. Two of your friends, Marco and Eric, have a misunderstanding on who's going to take charge of the small business your *barkada* is planning to put up. Marco told Eric that he has so many things to do and he cannot have additional responsibilities. Eric, on the other hand, argued that everyone should be given his own tasks. As a member of the group, what will you do to resolve the conflict?
- a. I will avoid getting involved in their conflict. I have my own task to do so I would rather concentrate on this. I will let them deal with their problem on their own.
 - b. I will take the side of Eric. I will tell Marco how selfish and insensitive he is. I will tell him that as a member of the group, he too must have a responsibility or, if not, he must leave our *barkada* for good. We do not need a person like him.
 - c. I will take the side of Marco. If he really has so many things to do, then it would be better for the group not to give him any additional responsibility. By doing so, we will not rely on him that much. At the same time, we will be able to help Marco to attend more efficiently to his present duties.
 - d. I will neither take the side of Marco nor Eric. Both of them are my friends so I will avoid taking any sides. Instead, I will listen intently to both of them. After that, I will arrange a dialog where they could talk. I will encourage them to look for a possible solution that will be agreeable to both of them.
-
-
-
-
3. One of your neighbors, who works in the same office where you work, has been spreading lies about you. She is telling your other neighbors that you were promoted in your job because the manager of your company is your friend. She even said that you do not deserve the promotion. What will you do?
- a. I will talk to the person and ask her why she's been spreading lies about me. I will let her explain her side. Afterwards, I will explain to her calmly the true reason why I was promoted.
 - b. I will confront her and challenge her to prove her accusations.
 - c. I will resign from my position and look for another job.

- d. I will tell her to retract all that she said and let her issue a public apology. If she will not do so, then, being her superior, I will use all my authority to kick her out of the office.

Have you finished answering the exercise? If so, compare your answers with those in the *Answer Key* on pages 52–53.



Let's Remember

- ◆ In resolving a conflict, it is important to listen well to what the other party is saying.
- ◆ There are different methods of managing a conflict. Among them are: avoidance, being understanding and accommodating, compromising, competing, threatening, and confronting.
- ◆ Being understanding, accommodating and compromising can result to a more positive outcome than the other methods.
- ◆ Competing, threatening and confronting can worsen the conflict and can create an irreparable damage to the opposing parties' relationship.
- ◆ Avoidance can lead to a positive outcome because the parties involved can calm down for a while. However, if there would be continuous avoidance, the conflict won't be resolved at all.
- ◆ A conflict cannot be resolved without the efforts of both parties to resolve it. Among the people and institutions that can help resolve a conflict are: our elders, barangay officials, courts, and international organizations.

LESSON 3

Conflicts Can Be Good

In the previous lesson, you learned the different methods of resolving a conflict. You learned that to be able to resolve a conflict, both parties should be open for reconciliation and compromise. When doing so, both parties are given a chance to reflect and analyze the causes of conflict. People, and even nations, learn from their mistakes. This can make them more careful in dealing with each other in the future, and they may try to make their renewed friendship even better and stronger.

In this lesson, you will learn that not all effects of conflicts are negative. Conflicts, if resolved immediately, can actually bring some good effects to people and institutions.

After studying the lesson, you should be able to explain the importance of resolving conflict at the earliest possible time.



Let's Read

Have you been in a love quarrel? If so, doesn't it feel really good to reconcile with your loved one afterwards?

Read the love letter below. Who knows, maybe you have had the same experience as that of its sender.

Mahal,

It was so foolish of me to break your heart. I did not mean to hurt you. That's the last thing that I would ever do to you. I can't imagine myself going out with another girl. Please believe me. You will always be the only girl for me. I'm very sorry too if I'm always late during our dates. Believe me, I am really trying my best to come on time but I am always caught in heavy traffic. I know it's a lame excuse, but I am just telling you the truth.

Please forgive me. . . I love you so much.

Love,

Mario



Let's Think About This

If you were the 'Mahal' of Mario, what would you do? Would you accept his apology? Explain your answer.

Our answers may vary. But an acceptable answer would be that, if I were Mario's 'Mahal,' I would listen to his explanation. Maybe he did not really intend to hurt me. I would give him another chance.

Let's now read the response of Mahal to Mario's apology.

Mario,

I admit, I was really hurt when I saw you with another girl. It was so foolish of me to jump to conclusions. I talked with your brother. I found out that the girl you were with is just your cousin. I am really ashamed of myself. Please forgive me, too.

I want you to know that I had many sleepless nights thinking about you. I love you, Mario, and I always will.

Love,

Minda

Now, we learned that Mahal's name is Minda. Let's read Mario's response to her letter.

Mahal,

I don't know what to say. I am very happy that you gave me another chance to prove my love and loyalty to you. I am sincere when I told you that I love you. I want you to know that my love for you has never changed — that every day in my life, I come to love you more.

Thank you, Minda. I love you very much .

Love,

Mario





Let's Study and Analyze

In the letters that you have just read, the conflict between Minda and Mario was resolved immediately. The conflict even made their love for each other stronger. Their disagreement made them realize how much they love each other. They realized that they are ready to keep their relationship working.

Conflicts and disagreements can make people realize the importance of their relationship with each other. This is among the many positive effects of having a conflict and resolving it before it becomes worse.

Given below are some of the reasons why conflicts, when resolved immediately, can actually bring about some positive effects to relationships between people and nations.

1. When there is a conflict in a group, it arouses the concern and interest of the members. It provokes them to analyze the situation carefully. It makes them think about possible solutions to the conflict. This begins a process that would lead to the best solution.

<p>Tomas and Fred are officers of a cooperative. They had a disagreement concerning their duties.</p>	<p>Because of what happened, the cooperative officers had a meeting. They decided on clear-cut guidelines regarding financial reports. These guidelines specified who should prepare reports and how to go about it.</p>
<div data-bbox="276 1153 478 1417"><p>You should be the one to prepare the financial report! It is your duty as a treasurer.</p></div> <div data-bbox="502 1153 782 1384"><p>Yes, but you are the one in charge of this fund-raising project! So writing the report is your responsibility.</p></div> 	<div data-bbox="837 1249 1364 1451"><p>I'm glad that we have clarified the rules on this matter. This will help prevent disputes from happening in the future. There are now clear guidelines for everyone on how to prepare reports.</p></div> 

2. When the members do their best to resolve a conflict right away, not much time is wasted. But if they wait until the conflict becomes serious, it will take more time to resolve. Thus, it is best to act quickly to avoid wasting time and making the situation worse.

What could have happened to the cooperative and to the relationship of Tomas, Fred and the rest of the members if the conflict of the two officers was not resolved immediately?

Let us go back to the previous example about Tomas and Fred's cooperative. It is a good thing that the conflict between the two officers was resolved quickly. Otherwise, their fight would go on and on and the needed report might not be finished at all. Also, when bad feelings between Tomas and Fred develop because of their fight, their work as officers may suffer. It will also be more difficult to reconcile the two as time passes.

3. There are times when the group will decide to change some of its rules, methods or aims to resolve a conflict. This means a change for the better. This makes the company more up-to-date and responsive to the needs of the times.

What do you think could have happened if the conflict between Tomas and Fred did not occur?

Note that in the case of Tomas and Fred, their conflict led to the establishment of clearer guidelines on how to prepare reports that the group needed. It had now become clear to everybody how reports should be written, and who should write them. Thus, the members of the cooperative would now be able to work more efficiently and responsibly.

4. The members of the group learn to identify and understand their methods of managing conflicts. Because of this, they learn more about their strengths and weaknesses. They find out which points they need to work on or improve so that they can deal with conflicts better.

What, do you think, was/were the method/s used by the cooperative in resolving the conflict of Tomas and Fred? Explain your answer.

In the case of Tomas and Fred, the other members of the cooperative intervened in their conflict. They facilitated the meeting of the two opposing parties. In the meeting, both the arguments of Fred and Tomas were heard and weighed. This resulted to the establishment of new guidelines. Both Tomas and Fred accommodated each other's arguments and maybe compromised on some points that would be beneficial for the whole cooperative. In the end, both of them were able to establish a "win-win situation" where everyone benefited.

5. A conflict encourages people to look at the viewpoints or opinions of other people. They learn to be more considerate and less self-centered. This attitude also helps in preventing future conflicts.

Because of the conflict between Tomas and Fred they became more sensitive and understanding to each other's feelings. They also became open to suggestions and comments. One thing had become clear to them—both of them wanted to improve the cooperative so there is no reason for them not to work together.

6. Finally, when people resolve a conflict as early as possible, their relationship with one another becomes better. The morale or overall feeling within a group improves. Everyone becomes happier and more at ease with one another. They also learn to love and enjoy their work more.

The conflict between Tomas and Fred could serve as a reminder for the other members of the group to listen to each other and respect each other's ideas and beliefs. It taught them how to be open to one another's suggestions and criticisms. Most importantly, the conflict served as an eye-opener for the group to cooperate with one another.





Let's Try This

Going back to the love letters of Mario and Minda, do you agree with the saying, "Love is sweeter the second time around?" Explain your answer.

Have you finished answering the question? If so, you may compare your answer with the one in the *Answer Key* on page 53.



Let's See What You Have Learned

Identify and explain the positive effects of the conflicts described below. Write your answers in the spaces provided after each conflict.

1. After a long meeting with your grandparents, your parents reconciled over a serious fight the other night. The other night was their 18th wedding anniversary but your father failed to arrive on time for dinner. Your mother complained about your father's lack of thoughtfulness. Your father, on the other hand, got irritated with your mother and argued that it was her fault. He said he was pressured to work harder because she had been complaining that she was having difficulty managing the budget because of his low salary.

2. During Martial Law in the early 1970s up to the early 1980s, the Philippines suffered from the rule of Marcos as a dictator. It has been said that during this period, a lot of human rights violations were committed by the military and many Filipinos disappeared and have not returned or were not found until now.

Have you finished answering the test? If so, compare your answers with those in the *Answer Key* on pages 53–54.



Let's Remember

- ◆ When a conflict is resolved right away without waiting for it to worsen, it can be beneficial to both the parties involved and the persons around them.
- ◆ A well-managed conflict can improve relationships between the parties involved and the group to which they belong.
- ◆ A conflict can make people, organizations and even nations analyze the cause of the conflict, the ways on how to resolve it, and the ways on how to prevent it from happening again.

Congratulations! You have almost reached the end of the module. Did you like what you have read so far? Did you learn a lot from this module? If there are some points that are not very clear to you, go back and study them again. A summary is given on the next page to help you remember better the important points discussed in this module.



Let's Sum Up

- ◆ Conflicts can be caused by differences in culture, ideas, beliefs, aims and goals of different people, organizations and nations.
- ◆ There are many ways of managing conflict. What is more important is that people or nations listen to each other's sides and analyze them. Only by being open to each other can their conflicts or disagreements be resolved.
- ◆ Not all methods of managing conflicts can actually resolve conflicts. Competing, threatening or confronting another person can only worsen the situation. Avoidance, if not prolonged, can lead to a positive outcome; otherwise, the conflict will remain unresolved.
- ◆ Compromising, understanding and accommodating each other's sides are the best ways of resolving a conflict because both the parties and the people around them can benefit from their reconciliation.
- ◆ Conflicts that are resolved immediately can be advantageous to all the parties involved. It can improve relationships of people and nations. In the case of groups or organizations, it can lead to a change of policies that are acceptable and beneficial to everyone.



What Have You Learned?

Read and analyze carefully the situation below. Afterwards, (a) identify the conflicts and explain their causes, (b) provide ways on how to resolve the conflict, and (c) identify and explain the positive outcomes that could arise if the conflict will be resolved immediately.

People of the Philippines vs. President Joseph Ejercito Estrada

The President of the Philippines, Joseph Ejercito Estrada, is facing a serious political problem in his administration. The House of Representatives filed an impeachment case against him for his alleged involvement in illegal gambling and corruption. Reports say that the President and his “families” have unexplained wealth.

The Filipinos have been divided between the pro- and anti-Estrada groups. As the number of those who want the President to resign has been increasing, so has the number of President Estrada’s supporters increased. Both of the groups—anti and pro—have been showing their strength in the streets.

The anti-Estrada group wants the President to resign but he remains firm in his stance that he won’t resign. Street demonstrations have been taking place all over the country with an increasing participation of the public. Still the President insists that he is innocent against the charges pressed against him.

The pro-Estrada group, on the other hand, wants the President to remain in office. They claim that President Estrada is a good president. They believe in his capability as a leader. They believe in his innocence.

The events are causing both political and economic turmoil in our country. Due to the political crisis our nation is facing, a lot of investors have been pulling out their investments in our country. The Philippine peso has plunged down from ₱45 per dollar in September 2000 to ₱51.30 per dollar in January 2001.

- a. _____
- _____
- _____
- _____
- _____
- _____

b. _____

c. _____

After you finish answering the test, compare your answers with those in the *Answer Key* on pages 54–55.



Answer Key

A. Let's See What You Already Know (page 2)

Below are the suggested answers. The learner's own answers may be different according to his personal opinions and beliefs.

1. A
2. A
3. A
4. A
5. A
6. A
7. D. A conflict in a group indicates that its members have some problems with each other, or with the principles, methods or aims of the group. There are instances when a conflict in a group can indicate that some of its principles, methods or aims should be changed.
8. A
9. D. Everybody, not only managers and bosses, should develop skills in resolving conflicts because everybody has or will have his/her own conflicts to resolve.
10. D. An accommodating person does not insist on his/her personal beliefs or goals. Instead, an accommodating person is open-minded to whatever ideas or beliefs the other person has.

B. Lesson 1

Let's Try This (page 5)

The expected answer is: *I agree with the statement.*

One explanation may be:

It is often difficult to judge who is right or wrong in a quarrel. We do not know all the details or everything that took place. We may put the blame on one person but she may have a good reason (that we do not know about) for doing what she did. Besides, it is difficult to jump into conclusions and take the side of either Aling Basyon or Aling Siony. It is important to know exactly what had happened, and from there, make our move in helping them resolve their conflict.

(The explanation of the learner may be different from what has been given above. Show your answer to your Instructional Manager or Facilitator for additional feedback.)

Let's Review (page 7)

Here are some sample answers that the learner may give. Answers of the learner may vary from what is given below.

1. I think neither one of them is to be blamed. This means that both of them are neither right nor wrong. We cannot blame Aling Basyon for feeling bad about Aling Siony because she lost her suki. However, we cannot blame Aling Siony either since she did not intentionally attract Aling Basyon's suki to buy goods from her. She was just doing her job as a vendor.
2. If I were to mediate between the two, I will first ask each of them their own side of the story. Then I will convince them to talk to each other. If they agree, I will act as the mediator so as to see to it that they talk properly to each other. I will make sure that each of them will have a chance to talk and explain her side. I will also encourage them to stay calm and be open-minded about each other's explanation.
3. Yes. There is still a chance for Aling Siony and Aling Basyon to become friends again. The two can be reconciled if they are willing to talk to each other and settle their disagreement properly. Both of them should exert efforts to settle their disagreement. This means that both of them should be willing to talk to each other with an open mind.

Let's Review (page 14)

Below is a sample answer. The learner will probably have a different answer from this one because his/her answer will be based on his/her own experiences. You may show your answer to your Instructional Manager or Facilitator for additional feedback.

I had a conflict with *tatay*. When I was a teenager, I found him to be too strict. He did not allow me to do the things that I wanted to do. I was not allowed to hang out with my *barkada*. Luckily, *nanay* was more understanding than my father. She immediately arranged a dialog between *tatay* and me. We had a heart-to-heart talk. I told *tatay* that he'd been too strict to me and that I wasn't able to enjoy my childhood. On his part, he said that his being strict was for my own good. He wanted me to study hard so that I could finish my studies on time and, hopefully, with honors. He told me that all he wanted was for me to have a good future. In the end, both of us understood each other and we were able to arrive at a compromise agreement. We agreed that he would allow me to hang out with my friends, but in return, I would have to prioritize my studies. He gave me conditions that I could go out with my friends if, and only if, I had finished all my homework and other school requirements. After our talk, things got better. I was able to perform well in school and I hung out with my friends as often as I wanted. Most importantly, my relationship with *tatay* became closer.

Let's Review (page 17)

1. Arab-Israeli conflict
2. Israel
3. Arabs
4. The possible answers are: *fighting* and *war*
5. negative

Let's See What You Have Learned (page 18)

The answers to this activity may vary. They are dependent on the learner's own experiences. The answers provided below are only sample answers.

1. Mang Juan's lack of awareness about the garbage disposal ordinance can lead to a misunderstanding or conflict. Aling Maria can file a complaint against Mang Juan because he throws garbage beside her house. So can the other people in the barangay. They too can file a complaint against Mang Juan because he's not following the ordinance passed by the barangay council.
2. The conflict between the three of them can arise due to Mila's not knowing about the marriage of Lando and Nenita, her loneliness, and the lack of communication brought about by her absence in the province. For sure, Mila was surprised and hurt to learn that her best friend had married her boyfriend. Maybe she felt cheated. She trusted them and was hurt that her trust was ill-placed. In addition to this, maybe she was hoping that when she got to Romblon and saw her loved ones again, she would be relieved of the pain caused by her sudden joblessness. However, instead, she was greeted by the unwelcome and hurtful news of Nenita and Lando's marriage.

On the other hand, maybe Nenita and Lando tried to suppress their feelings for each other but because of Mila's long absence, they became close to each other. Maybe they tried to reach Mila to tell her about their relationship but they were not able to do so.

C. Lesson 2

Let's Try This (page 24)

1. The dialog was about what could happen if we do not listen very well to each other. Maring jumped to the conclusion that Brenda had been saying bad things about her when, in fact, Brenda had been saying good things about her. Had Maring listened carefully to Isabel, she would have learned the truth.

2. Maring was not a good listener. From the very start, she already had a negative opinion about Brenda. Isabel was trying to tell her that Brenda had changed, but it seemed that Maring was not listening at all. She already formed her own judgment and no matter what Isabel said, it wouldn't affect what she thought about Brenda. She was very narrow-minded. She stuck to her original opinion that Brenda had been spreading bad rumors about her.
3. Maring failed to listen to Lines 4 and 5 of Isabel. In Line 4, Isabel said that Brenda had been saying good things about Maring. In Line 5, Isabel said that Brenda had changed from being a tsismosa. Had Maring listened well, she would have known that Brenda did not say anything bad about her.
4. Maring and Brenda might have a fight because of Maring's accusations.

Let's Review (page 33)

If I were Mang Ambo I would be understanding and accommodating and I would encourage them to talk so that they could arrive at a compromise agreement. By being understanding and accommodating, I could ensure that the unity of the group is maintained. I would listen to both of them as they explained their sides. I would also encourage both of them to do the same. I would urge them to be considerate to and understanding of each other, so that it would be easier for them to compromise in the end.

Let's Try This (pages 33–34)

1. elders/parents
2. barangay officials/captain
3. court/judge
4. international/regional organizations, such as the Association of the South East Asian Nations (ASEAN)
5. international organizations engaged in peacekeeping, such as the United Nations (UN)

Let's See What You Have Learned (pages 36–38)

The answers and explanations may vary based on the experiences and personal opinions of the learner. The answers provided below are the most preferred. The explanations given are only sample explanations.

1. **(b)** I will give him a chance to explain. I will listen to his explanation to understand his side. Maybe he has a good point that I did not want to consider before because I felt that I am always right. After he explains his side, I will also explain mine. Hopefully, at the end of our dialog we will be able to resolve our conflict and arrive at a compromise agreement.

2. (d) I will remain neutral over the conflict of Marco and Eric. My being neutral does not mean that I will not get involved in the conflict. As a member of the group and as a good friend, I have a responsibility to help reconcile them. I will not take any side because by doing so I will only make the situation worse. Both of them are my friends and I wanted them to feel that. I will treat them equally. I will try my best to bring them together for a dialog, because only by talking and listening to each other can they resolve their conflict.
3. (a) I will talk to her and let her explain why she's spreading lies about me. I will give her the privilege of a doubt. Maybe she is innocent. Maybe she got the news from someone else. After listening carefully to her side, I will tell her the truth. I will avoid having a confrontation with her because it will only make the situation worse. I must bear in mind that we can resolve our conflict peacefully. I will not resign from my position because it will just mean that what she's been saying about me is true. Avoiding her will not solve my problem. Lastly, I will not give her any threats. Just because my position is higher than hers, this doesn't mean that I already have an authority to fire her. Such a move will only give my other co-workers the impression that I am defensive and guilty.

D. Lesson 3

Let's Try This (page 44)

The answer may vary depending on the personal experiences and opinions of the learner. The one provided below is only a sample answer.

Yes. Based on the story of Mario and Minda, I agree that love is sweeter the second time around. Because of their misunderstanding, they realized how much they love each other and how much they are willing to sacrifice to preserve their relationship.

Let's See What You Have Learned (page 44)

1. The disagreement of my parents, which was resolved immediately, could have made my parents more understanding of each other. Both of them could change for the better so as to improve their relationship. My mother might start changing her attitude towards my father. Instead of being a nagger, she could be more understanding, considerate and supportive of my father. My father, on the other hand, could be more thoughtful of his family. Maybe after the talk, he would realize that he should spend more time with us, especially with my mother.

2. It is really difficult to say that the Martial Law Era, which was considered as one of the darkest phases of our history due to the human rights violations committed at that time, can actually have a positive contribution to our society. But it did have positive outcomes. For one, it made the Filipinos realize the value of democracy and freedom. After Marcos was overthrown through the EDSA Revolution, all the presidents that followed him vowed to preserve democracy at all costs.

E. What Have You Learned? *(pages 47–48)*

The learner has his own opinion regarding the impeachment of the President, and his answers will depend on this. Below are suggested answers only. Your own answers may be different. Show them to your Instructional Manager or Facilitator for additional feedback.

- a. The impeachment case against the President is by itself a serious conflict that has to be resolved immediately so as to put an end to the present economic and political crisis.

The Filipinos are divided. They have different beliefs and aims. One group wants to change the present administration, while the other wants to maintain the existing administration, thus resulting in a conflict. Their differences tend to make the situation worse because the people are fighting among themselves claiming that what they are doing is for the best of the country. It is very important to resolve the political crisis in our country.

- b. There are a variety of methods that can be used to resolve the conflict. But the most important thing is to choose the method that could cause the least violence and lead to a solution acceptable to the majority of the Filipinos.

- ◆ We should trust the justice system as it takes over the issue. The impeachment trial has been ongoing. It is best to let the law take its own course. However, this does not mean that the people should avoid getting involved because in reality, whether we like it or not, we are involved. It is our country's future that is at stake so we must remain vigilant over the issue or the conflict.
- ◆ We must prevent any violence from happening. It is important for us to respect each other's beliefs and opinions. Let us show our concern, but let us avoid moving aggressively against each other because violence can only worsen the crisis that is happening in our country.
- ◆ For the senator-judges and the presiding judge, they must maintain their objectivity over the case. Only by doing so can they pass a decision that is fair and just.

- ◆ For the President, if he really is guilty, he should not wait for the decision of the court to be passed. I think it would be better for the country if he takes the initiative to step down so as to put an end to the issue and for us to go on with our lives. If he is innocent, I think he should start cleaning his name rather than doing things that might add up to his and our nation's problems.
- c. Some of the positive outcomes of the conflict once it is resolved are:
- ◆ If the impeachment case will be resolved immediately, one thing will be clear—in a democratic society, the people have a bigger power than the leaders. All authority comes from the people, thus they have the power to choose who will lead them and how they must be led.
 - ◆ The case also raised the awareness and concern among many Filipinos. Thus, they will be more aware and perhaps critical about what the government does rather than being passive and disinterested in government affairs.
 - ◆ The President, whether the present one or a new one, will be more careful in handling his/her administration. The other government officials will also perhaps do their duties more responsibly.
 - ◆ The people can get on with their lives and work more efficiently because they again trust the administration. Together with the renewed confidence of the people in the administration is the confidence of the investors to invest in our country again .



Glossary

Bully A rough and threatening person, especially one who hurts or frightens other people

Conflicts Arguments, quarrels or disputes resulting from differences in opinions, beliefs, cultures, etc.

Fawn To seek favor by showing flattery

Hostilities Overt acts of conflicts or disputes

Ideology A manner or content of thinking characteristic of an individual, group or culture

Mediate To arrange (an agreement) by talking to two separate people or groups involved in a disagreement

Morale The amount of confidence felt by a person or group, especially when in a dangerous or difficult position

Petty Unimportant and not worth giving attention to

Retract To take back or admit as false (an offer, statement, etc.)

Servile Displaying a manner befitting a slave or a person in a menial position

Siblings Brothers or sisters

Spearhead To serve as a leader

Win-win solution The process of resolving a conflict where both parties get something that they want

Win-lose solution The process of resolving a conflict in which one party gets what it wants, while the other loses