



## What Is This Module About?

Do you get along well with other people? Did you know that maintaining good relationships with others could help you become a better person? You could also be a more effective member of your team or community. This module will discuss the importance of establishing good relationships with your co-workers, fellow community members and other sectors of society.

The module has three lessons. In each lesson you will read a story that shows how to strengthen interpersonal relations.

Lesson 1 – *A Scene in a Factory*

Lesson 2 – *Our Barangay Captain Is Okay!*

Lesson 3 – *Carmen Has a Change of Heart*



## What Will You Learn From This Module?

After studying this module, you should be able to:

- ◆ demonstrate smooth interpersonal relationships with your co-workers and community members; and
- ◆ discuss the things needed to help you grow in your relationships with others.



## Let's See What You Already Know

Before studying the module, try to answer the following questions to find out what you already know about the topic.

Write **yes** if the statement applies to you and **no** if it does not. Think about each statement carefully and answer as honestly as you can.

- \_\_\_\_\_ 1. I prefer working alone most of the time. Other people usually distract me from my work and are of little help.
- \_\_\_\_\_ 2. I believe that a fistfight is often the quickest and most effective way to resolve an argument.
- \_\_\_\_\_ 3. I believe a person should befriend his/her co-workers.
- \_\_\_\_\_ 4. I already have lots of friends and I get along well with anybody I meet.
- \_\_\_\_\_ 5. I don't like criticism. I get annoyed when people say I need to improve my behavior.
- \_\_\_\_\_ 6. I do not like doing work that is not assigned to me. I think workers should be responsible for completing their own workloads by themselves.
- \_\_\_\_\_ 7. I am quite shy and find it difficult to make new friends.
- \_\_\_\_\_ 8. I believe there is only one correct set of beliefs and ideas and everyone should follow them in order to maintain a peaceful and happy life.
- \_\_\_\_\_ 9. I always try to outdo my co-workers so that our boss will praise me and give me a raise.
- \_\_\_\_\_ 10. I do not attend barangay meetings because I do not like the people in my community.

Now add up your score. Go to the next page to compute for the equivalent points of each answer.

- |                                |                    |
|--------------------------------|--------------------|
| 1. yes—2 points<br>no —1 point | 6. yes— 2<br>no —1 |
| 2. yes—2<br>no —1              | 7. yes—2<br>no —1  |
| 3. yes—1<br>no — 2             | 8. yes—2<br>no —1  |
| 4. yes—1<br>no — 2             | 9. yes—2<br>no —1  |
| 5. yes— 2<br>no —1             | 10. yes—2<br>no —1 |

If you got a total of 10 points or less, this shows that you already know much about the topic. 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 11 points or more, don't feel bad. This only means that this module is for you. It will help you understand important concepts that you can apply in your daily life. If you study this module carefully, you will learn how to develop good interpersonal relationships and a lot more. Are you ready?

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

## A Scene in a Factory

What should be done when there are misunderstandings among co-workers? In this lesson, we will try to answer this question.

After studying this lesson, you should be able to:

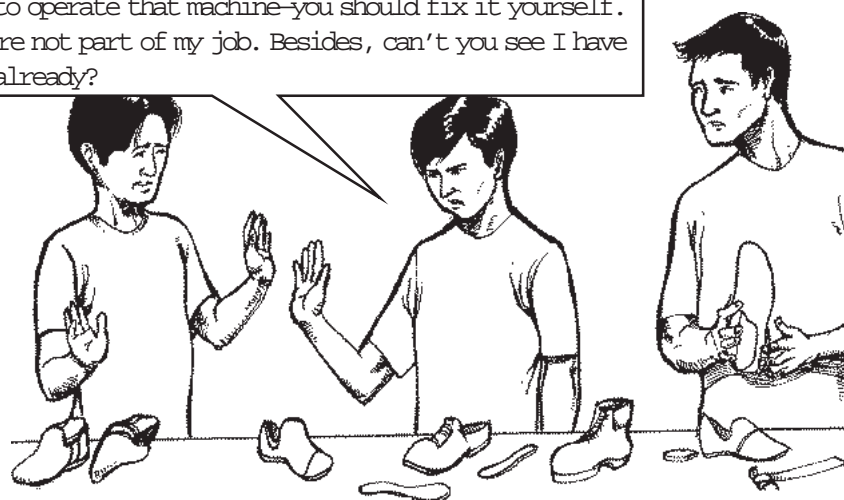
- ◆ describe the importance of good relationships in your workplace;
- ◆ identify the skills and attitudes needed to establish good interpersonal relationships;
- ◆ resolve conflicts effectively; and
- ◆ define several words relating to interpersonal relationships



### Let's Read

Fredo and Jose work in a shoe factory. They stand next to each other in the assembly line. Jose is very kind and friendly. He is always ready to help when a co-worker up or down the line encounters some difficulty in cutting leather or in managing the different machines. Fredo, on the other hand, is often brooding and silent. When someone approaches him to ask for help, he would usually say:

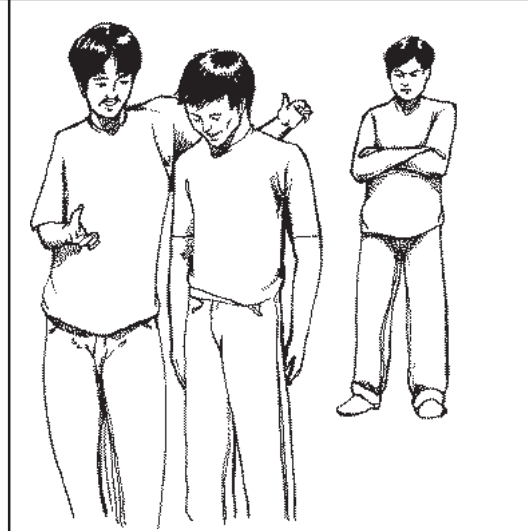
It's your job to operate that machine—you should fix it yourself. Those things are not part of my job. Besides, can't you see I have my hands full already?



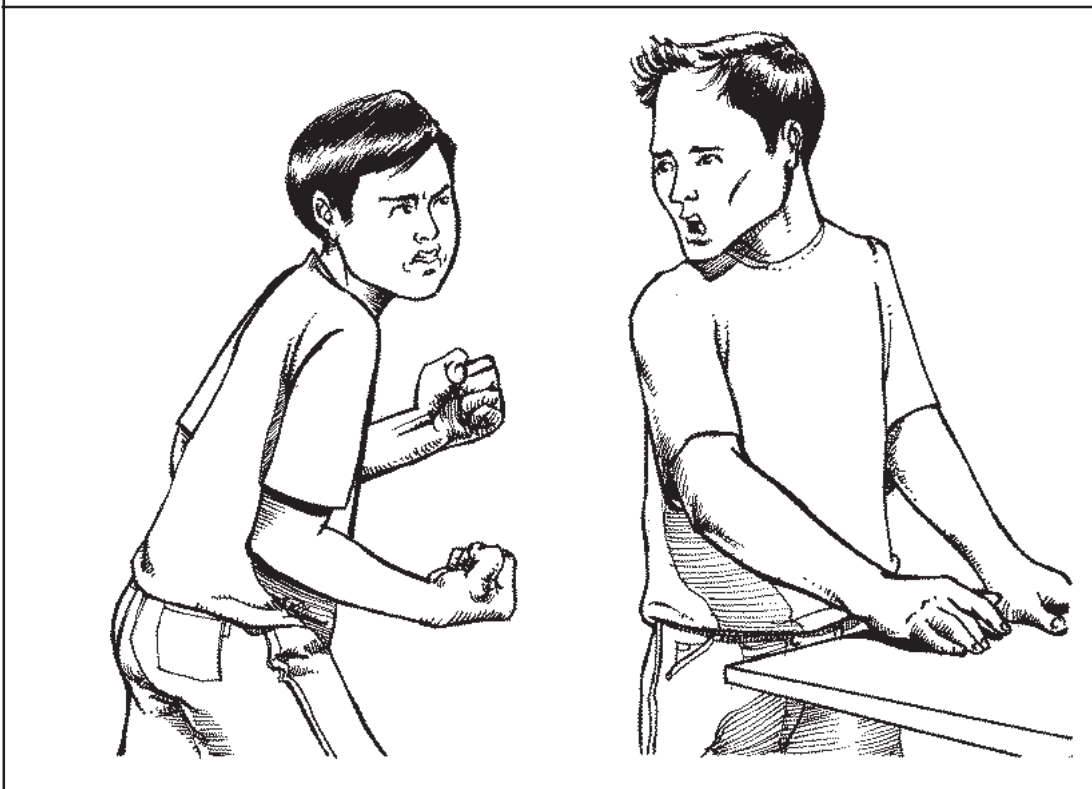
Many times, Jose has tried to talk to Fredo. He thought Fredo had some serious problem and he wanted to offer help. But Fredo would only look at him angrily, as if to say: "It's none of your business."



One day, Fredo overheard one of their co-workers congratulating Jose. It turned out that because Jose had helped with a lot of problems in the factory, he was going to be promoted.



Fredo was very hurt. He felt he was a much better and faster worker than Jose. Jose was always running off to help their co-workers with their work while he worked continuously on his assigned task. Surely he was more productive than Jose and was more deserving of a promotion. He confronted Jose and accused him of being the boss's favorite. Jose denied the accusation and warned Fredo to check his facts before attacking others. Fredo got angry and raised his fists, ready to start a fistfight.



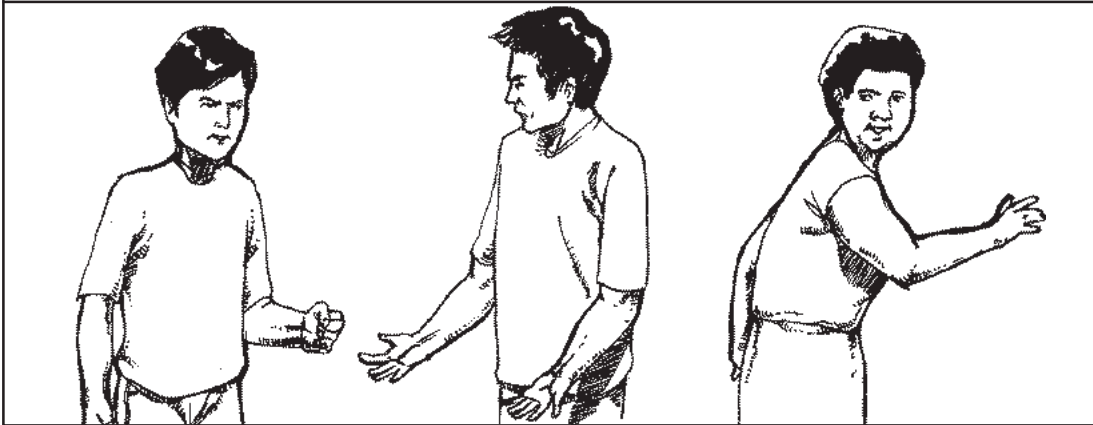
Aling Loleng, one of their co-workers, tried to stop the fight.



She tried to calm Fredo first, because she knew he was the more hotheaded of the two.



Aling Loleng then allowed each of the quarreling men to tell his side of the story. When they seemed calm enough to talk reasonably with each other, she left them to work out the argument by themselves.



We do not have to fight about this, Fredo. I know you work very hard and I'm sure the boss will give you a promotion too if you ask for it. I went to him last week and told him about my problem. I have six children and I just could not support them with my wages.



Many of our co-workers were kind enough to tell the boss how I often help them with their tasks. The boss said that since I have learned a lot of things about the different tasks in the factory, and since I seem to know how to deal well with people, he will make me the assistant supervisor in our division.





## Let's Try This

Write your answers in the spaces provided.

1. How do Fredo and Jose differ in the way they relate to their co-workers?  
How did these differences affect their careers?

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2. Based on Fredo and Jose's story, which do you think is the better approach—focusing only on your tasks or setting them aside from time to time to help out your co-workers? Explain your answer.

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3. What was the reason of the disagreement between Fredo and Jose that almost ended in a fistfight?

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4. In the end, how did Fredo and Jose resolve their disagreement?

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5. How did Aling Loleng contribute to the resolution of the conflict?

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6. Based on their example, what can we do to settle differences without resorting to violence?

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7. What lessons about good working relationships did you learn from the story?

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Compare your answers with those in the *Answer Key* on pages 32–33. If they are similar to those given, good! This means you were able to understand the important lessons in the activity. To understand the concepts better, read the following passage.



## Let's Learn

Whatever kind of work you do, you have to interact with other people, such as co-workers, supervisors, customers, etc. They make your work interesting, challenging, meaningful and rewarding. You may have all the necessary skills for your job, but to be successful you have to know how to get along well with your co-workers. It is very important to maintain good relations with the people in your workplace.

Here are some interpersonal skills that can help you build good relationships at work or anywhere else.

1. **Cooperating.** You, your boss, and your co-workers are all working to achieve an overall task. Keeping this in mind makes it easier for you to follow orders or help other employees with their work. Remember, instead of competing, cooperate.
2. **Communicating.** Sending and receiving messages effectively are important tasks in any job. More importantly, though, you must learn to communicate your feelings in a caring and non-threatening manner. Openness is the first step to a good relationship. Also, when you express your feelings in a confident but responsible manner, others will understand you better and place more trust in you.

Aside from voicing your thoughts and feelings, you must also learn to listen well. Always consider and try to understand other people's points of view. This will help avoid conflict and make for better relationships in the workplace.

3. ***Knowing and accepting yourself.*** Being able to understand and accept yourself will help you better understand and accept others. If you recognize and accept your own needs and weaknesses, as well as your strengths, you would find it easier to accept those of other people. You will then be more open to the different ideas, traits, and needs of all the different kinds of people in your workplace.
4. ***Respecting others.*** It is important that you respect the right of other people to have and to voice out opinions, ideas and beliefs which differ from your own. If you respect others, you would naturally treat them politely and decently. This leads to better interpersonal relations in the workplace and elsewhere.

Did you know that lack of respect for others could mean lack of self-respect? If a person does not respect himself/herself, how could he/she respect others? Thus, the first thing you have to do is learn to appreciate and develop good opinions about yourself. From there it would be easier to appreciate and develop good opinions about others.

5. ***Managing conflicts.*** When problems arise in your workplace, you have to remain calm. If the conflict is between you and a co-worker, try to talk with him/her and listen to his/her point. Make your discussion constructive. Do not insult or reject each other. Make helpful comments or suggestions, then try to find a point of agreement. Find a solution that will satisfy both parties.



## Let's Try This

Do you like to learn new words? Try to find the meaning of the following words in a dictionary and try to see how they relate to interpersonal relationships. These words will help you better understand the characteristics of good working relationships.

1. cooperation
2. communication
3. non-threatening
4. confident
5. effective
6. respectful
7. interpersonal
8. obligation
9. conflict
10. responsible

If you can not find a dictionary, the meanings of these words are in the *Glossary* on pages 38–39. Study each word carefully and try to use each in a sentence. You can check your answers against the given examples.



## Let's See What You Have Learned

Write **T** on the line if the statement is correct and **F** if it is not.

- \_\_\_\_\_ 1. Helping co-workers with their tasks is impractical and time wasting.
- \_\_\_\_\_ 2. You shouldn't tell your co-workers about your problems because they might take these as signs of weakness and inefficiency.
- \_\_\_\_\_ 3. You should learn to accept yourself first before you can accept others.
- \_\_\_\_\_ 4. If a co-worker expresses a viewpoint you think is wrong, you should convince him/her to believe in what you think is right.
- \_\_\_\_\_ 5. When your co-workers get into a heated argument, you should try not to get involved.

Compare your answers with those in the *Answer Key* on pages 33–34. Are most of your answers correct? If so, you may proceed to the next lesson. If not, review this lesson again before moving on to the next one.



## Let's Remember

- ◆ Doing your tasks is not the only important thing in the workplace. It is likewise important to be able to relate well with your co-workers.
- ◆ There are many interpersonal skills that you can develop to establish and maintain good interpersonal relations. The most important are:
  - 1. Cooperating
  - 2. Communicating
  - 3. Knowing and accepting yourself
  - 4. Respecting others
  - 5. Managing conflicts

# Our Barangay Captain Is Okay!

Have you ever attended a barangay meeting? If not, you will find out what happens in one in this lesson. Through studying an audiotape play about a typical barangay meeting, you will learn the importance of good interpersonal relations, teamwork and effective leadership in community affairs.

After studying this lesson, you should be able to:

- ◆ identify good qualities of barangay members and barangay leaders;
- ◆ explain the importance of good interpersonal relationships among barangay members;
- ◆ explain the importance of good working relationships for effective teamwork; and
- ◆ use courteous and appropriate words when attending a barangay meeting.

If you have already attended a barangay meeting, what good qualities did you notice among members? What about the barangay leader? What good qualities did he/she have? Write some of these characteristics in the spaces provided below.

1. *Good qualities of a barangay member*

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2. *Good qualities of a barangay leader*

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If you have not attended a barangay meeting yet, try to think of some good qualities that a barangay member or leader should have. Then read and listen to the following play about Barangay Maligaya. Try and identify the good qualities of the barangay members and their leader.



## Let's Listen To This

For this activity, you will need to listen to an audiotape. While you are listening, try to read the following script. This will help you follow the events in the play and thus understand it better. If you do not have access to a cassette player, just read through the script.

### The Barangay Captain is Okay

#### Characters:

|                         |   |   |
|-------------------------|---|---|
| <b>Barangay Captain</b> | – | 56 years old, Barangay Captain of Barangay Maligaya |
| <b>Luisa</b>            | – | 60 years old, barangay resident                     |
| <b>Peping</b>           | – | 39 years old, barangay resident                     |
| <b>Siso</b>             | – | 50 years old, barangay resident                     |
| <b>Elena</b>            | – | 40 years old, barangay resident                     |
| <b>Lando</b>            | – | 29 years old, barangay resident                     |
| <b>Saling</b>           | – | 42 years old, barangay resident                     |
| <b>Beth</b>             |   |   |

**Barangay Captain:** Good morning, Aling Luisa!

**Luisa:** Good morning to you, too, Kapitan.

**Barangay Captain:** You seem very busy cleaning your yard.

**Luisa:** Ah yes, Kapitan. I need to clean this canal as it seems to be clogged. This canal will not only cause a flood in my yard; if left uncleaned, it will also cause the flooding of the nearby streets.

**Barangay Captain:** You're right, Aling Lusua. Flooding is usually caused by clogged canals. And besides, mosquitoes also breed in these canals. (*Turns to speak to a passerby.*)

Hey, Peping! So you're back from the city.

**Peping:** I was only there for one month, Kapitan. I arranged some papers in connection with my work in the municipality.

**Barangay Captain:** Is there a dengue outbreak in the city?

**Peping:** Yes. It's quite widespread. This is because nobody seems to care about the cleanliness of their surroundings.

**Barangay Captain:** Even here in our place, some of our surroundings are not clean and we have some canals that are clogged.

**Luisa:** Is there a possibility that a dengue outbreak, as what Peping had just described, will happen here, Kapitan?

**Barangay Captain:** That's not impossible, Aling Luisa. But we can do something to prevent that from happening.

**Luisa:** How?

**Barangay Captain:** If all of us will meet together and agree on ways by which we could prevent it from happening.

In the house of Ka Siso:

**Elena:** Good morning, Ka Siso!

**Siso:** Good morning to you, too, Elena! What can I do for you?

**Elena:** I'm helping our Barangay Captain spread the message about the barangay meeting on Sunday.

**Siso:** What is the meeting about?

**Elena:** It's about dengue and the ways by which we can prevent this from spreading in our community.

**Siso:** Well, that's what's good about our Barangay Captain. He is always concerned about the welfare of our community. Please inform him that I'll be attending the meeting.

**Elena:** Thank you, Ka Siso. Our barangay captain will be glad to hear your answer.

Meanwhile...

**Lando:** I plan to go to Manila on Sunday, Kapitan. And if my plans push through, I might be back on the next Sunday.

**Barangay Captain:** Is that so? It's too bad! As much as possible, I want all of you to be present in our meeting. Of course, if everybody is present, we can have a meaningful discussion and exchange of ideas. Then, we can find solutions to the many problems and issues concerning our barangay.

**Lando:** If my presence is a big help, then I will have to postpone my trip to some other time then, Kapitan.

**Barangay Captain:** Can you do that, Lando?

**Lando:** Why not? As you've just told me, everybody will be affected by these problems that you're going to discuss. In that case, I will also be affected, won't I?

**Barangay Captain:** Yes.

**Lando:** Then the more that I should be interested in attending the meeting.

**Barangay Captain:** Thank you, Lando.

**Lando:** I should be the one to thank you, Kapitan, for your concern for all of us, your barangay members.

Meanwhile . . .

**Aling Saling:** Beth! Wait!

**Beth:** Is someone calling for me?

**Aling Saling:** Will you be attending the scheduled barangay meeting?

**Beth:** Ah, Aling Saling! Yes, that is where I am going now.

**Aling Saling:** Well, in that case, let's go there together. That is where I'm going, too.

**Beth:** That would be better, then. Let's go.

In the barangay hall . . .

**Barangay Captain:** Friends, let's all get seated so we can start the meeting.

If you're all ready to start the meeting, then, please inform me.

**Everybody:** Yes, Kapitan, we're ready now.

**Barangay Captain:** Good. First of all, I would like to thank you for attending this meeting. Your attendance is very important, because as residents of this barangay, I should consult with you the plans and actions that I have to take.

**Siso:** What are those plans and actions you intend to do, Kapitan?

**Barangay Captain:** Mang Siso, I would like to inform everyone of the possible danger that our barangay may be faced with.

**Aling Saling:** What danger are you referring to, Kapitan?

**Barangay Captain:** It's about the spread of a deadly disease, dengue.

**Peping:** That's true, Kapitan. Many cities and provinces are now plagued with dengue.

**Aling Saling:** We're still lucky as we don't have anyone getting sick of dengue, yet.

**Elena:** But if we don't regularly clean our surroundings and keep the water in the canals flowing, then what happened in other places may also happen here.

**Barangay Captain:** That's possible. There are some canals here in our barangay that are not kept clean always.

**Siso:** That's too bad!

**Barangay Captain:** Because aside from causing flood, it will serve as breeding places of mosquitoes carrying dengue.

**Peping:** The Kapitan is right. I just came from the city and I saw how dirty their surroundings and canals are. Because of this problem, a lot of people got sick of dengue.

**Elena:** I've heard that most often, it is the children who are affected with dengue.

**Barangay Captain:** That we should never allow to happen to our place!

**Beth:** How can we prevent this from happening, Kapitan?

**Barangay Captain:** That's what we are going to discuss. I will be asking your suggestions on how we could prevent dengue from spreading. I am open to all your suggestions.

**Aling Luisa:** Maybe, it would be a big help if we launch an information campaign. We could inform everyone in the barangay about the danger of dengue which is being spread by mosquitoes breeding in dirty surroundings.

**Barangay Captain:** Right! I will let you use my tricycle for your campaign, so you can easily inform everyone about it.

**Siso:** I've heard that the Department of Health is offering some services to help prevent dengue.

**Beth:** What are these services?

**Siso:** They're doing fumigation in different places.

**Beth:** What is fumigation?



**Siso:** To cleanse the barangay of mosquitoes, other insects and their eggs, the Department of Health will expose the pests to toxic fumes, apply insecticides and treat the barangay chemically.

**Lando:** Aren't they doing it for a fee?

**Siso:** As far as I know, they're charging ₱150.00 for every house they are fumigating. That's still cheap and we can already start saving for it. Especially so, if you just think that it is worth the lives of our children that we are saving from dengue.

**Elena:** Mang Siso is correct!

**Aling Saling:** How much do you think will I need, considering that five houses will be fumigated?

**Elena:** If one house cost ₱ 150.00, five houses will cost ₱ 750.00.

**Aling Saling:** It's quite a big amount!

**Aling Luisa:** We're also interested in having our houses fumigated if someone's going to do it.

**Barangay Captain:** But don't forget, it's not only fumigation that is important. There's one more thing that we should do, and this is what we need to do first.

**Lando:** Aha! I know what that is! I know what you're referring to, Kapitan!

**Barangay Captain:** What is it?

**Lando:** It's cleaning our houses and our surroundings!

**Barangay Captain:** That's right!

Would everyone of you agree that we should intensify our campaign to clean our barangay, so that everyone, especially our loved ones, will be safe?

**Everybody:** Yes!

**Siso:** We are ready to join you in your effort of keeping our barangay clean and safe from any danger, Kapitan!

**Beth:** And we are also glad that you are our leader. You have proven to us so many times your dedication to your work.

**Aling Saling:** That's true!

**Peping:** You're not only willing to serve but also ready to inform us and consult with us about all your plans and actions concerning our barangay!

**Lando:** That's one good quality of a leader!

**Siso:** That's why everyone in the barangay respects you!

**Barangay Captain:** Thank you for your kind words. I will try my best to be worthy of your belief and trust in me. Meanwhile, I'm now adjourning this meeting.

I am hoping that everyone will put into action what we have agreed on in this meeting. I will also try my best to find ways by which we can have our houses fumigated free of charge.

I will prepare a letter informing everyone about our campaign to clean our barangay. I will also reproduce it into several copies so that everyone in the barangay will be informed about this.

**Peping:** Just give it to us, Kapitan, and we will take charge of distributing it.

You can rely on us for help and support in all your worthwhile projects, Kapitan!

**Barangay Captain:** I will look forward to it, and I promise you that I will never get tired of serving our barangay as long as I am capable of doing it.



## Let's Review

Answer the following questions.

1. What is the problem of the people in Barangay Maligaya?

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2. Do you think they can solve their problem? Why?

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3. Why are cooperation and unity important in solving a community problem?

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4. What good qualities of barangay members did you hear and read about in the play? Are these similar to those you listed earlier?

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5. What good qualities did the barangay captain show?

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6. What lessons about interpersonal relations in one's community did you learn from the play?

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Compare your answers with those in the *Answer Key* on pages 34–35. Are they similar to the ones suggested? If so, very good! You were able to understand the important points of the play. You may also have identified some additional lessons about interpersonal relations that you have learned from the play. Discuss these with your Instructional Manager Facilitator, community members, friends and family. Read on to increase your knowledge.



## **Let's Study and Analyze**

Read the short essay below about the importance of working as a team. Note the description of a good barangay member. Think about the play you have just listened to or read. Do you think the people of Barangay Maligaya are good barangay members? Do they have the qualities mentioned here?

### **Working as a Team**

In any team activity, all members should be united in achieving their goals. Members should always be ready to share their talents, skills and time to attain the team's objectives. They must also cooperate in resolving problems.

The threat of dengue helped bring the people of Barangay Maligaya together. Everyone in the community did their share in preventing the spread of dengue in their barangay. The barangay captain called the people to a meeting and everyone attended. Everyone also decided to participate in a cleanliness campaign to rid their houses and surroundings of dengue-causing germs.

Why are being friendly and helpful important? These are positive qualities that a person should have in order to be a good team member. Being unselfish is another good quality. This means that you are willing to share what you can contribute to achieve the goals of your team. This also means that, instead of trying to compete with the other members, you help them do their tasks. You must always remember that, after all, you are all working toward the same goals.

When the people of Barangay Maligaya decided to launch an information campaign against dengue in their community, the barangay captain readily offered his tricycle for use in the campaign. This is a good example of helpfulness and unselfishness.

What does every team member need to know? A team member should know what his/her responsibilities are, and be able to fulfill these. He/She should also recognize the contributions of each member of the team. Most importantly, every member should be aware of the objectives of the team.

Most of the people in Barangay Maligaya readily volunteered to do what they could to help in the anti-dengue campaign. They knew that in order to successfully keep dengue out of their community, each of them had to help out. They were all aware of their responsibilities as barangay members.

These guidelines should help team members establish good working relationships with each other. The goals of their team would then be a lot easier to accomplish.



## Let's See What You Have Learned

A. Write your answers in the blanks.

1. Why should a team member get along well with other members and help in all of the team's activities?

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2. What do you think will happen if a team member refuses to cooperate with the other members of his/her team?

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B. The statements that follow were spoken by members of a team during one of their meetings. Put a check (4) on the line if the statement expresses a healthy attitude for a team member to take, and an X-mark (8) if it does not.

- \_\_\_\_ 1. "We'll all help decorate the stage for next Sunday's program."
- \_\_\_\_ 2. "Tony will receive an award for doing the most work for our cleanliness campaign."
- \_\_\_\_ 3. "I was able to do more work than Tony, so I should get that award."
- \_\_\_\_ 4. "My main goal is to keep the neighborhood clean. What is yours?"
- \_\_\_\_ 5. "I don't want to help anymore. I'm not in charge of arranging these chairs and tables, anyway."

Compare your answers with those in the *Answer Key* on pages 35–36. Did you miss some answers? If so, go over the readings in this lesson again. If you got most or all of the answers right, great! You may do the next activity.



## Let's Try This

Attend a barangay meeting in your community. List down your observations. Pay particular attention to the good qualities of the other barangay members and your leader. Compare your list with the qualities of members and leaders that you have studied in this lesson.

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You may like to discuss your findings with your Instructional Manager or Facilitator, community members, friends or family.



## Let's Remember

- ◆ Members of a community should work as a team in order to solve community problems.
- ◆ Every team member should be friendly, helpful, unselfish and cooperative. He/She should remember to work not for his/her own profit, but toward the achievement of the team's goals.
- ◆ Members of a team should be:
  - united;
  - willing to help each other;
  - aware of their roles and responsibilities; and
  - willing to improve themselves.
- ◆ A good team leader:
  - consults members of his/her team before making important decisions;
  - respects the opinions of others; and
  - is hardworking, dedicated and genuinely concerned for the members of the team.

## **Carmen Has a Change of Heart**

Do you have a best friend? What are his/her qualities? Why do you always want to be with your best friend? In the first two lessons, you learned about interpersonal skills in the workplace, the good qualities a barangay leader and his/her members should have, and how teamwork can help solve community problems. In this lesson we will study how to maintain good personal relations with others.

After studying this lesson, you should be able to:

- ◆ identify the positive characteristics needed to help one grow in his/her personal relationships with others; and
- ◆ demonstrate these characteristics in your own interpersonal relations with others.



### **Let's Read**

#### **Carmen's Change of Heart**

Juling, Paz and Carmen are sewers in Aling Felicing's dress shop. They are of almost the same age. We may think that the three of them are good friends. It is because their sewing machines are placed near each other. But this is not the case, because Juling and Paz are the only ones who are close friends. Carmen, on the other hand, always keeps to herself and is alone most of the time. She is always absorbed in her work and does not join in the conversations and activities of Juling and Paz.

What do you think would Paz and Juling try to do?

Even though Carmen is always quiet and reserved, Paz and Juling often try to engage her in conversation. Sometimes, they invite her to go out with them. Once, they even sang a song for her just to persuade her to stop being a loner and to show her the importance of building friendships.

This is the song they sang:

“Nobody lives a life for one's own self only.  
Nobody dies for one's own self only.  
All of us will answer for each other.”

“Hey, what's with you? You're teasing Carmen again. She might cry,” said Aling Felicing.



Then for one week, Carmen did not report for work. Paz and Juling decided to visit her. They were worried that Carmen might be sick and needed help. But Carmen was resting when they arrived.

“Carmen, what happened to you?” Paz asked. “We were starting to get really concerned.”

“Nothing, really. I just don’t feel well. Maybe it’s because I’m tired,” answered Carmen.

“You see, you have been working too hard. You’ve forgotten to take time out for yourself. Once in a while, you should join us. We would like to get to know you better and have you as a friend,” said Juling.

“I’ll do that. Thank you for visiting me,” answered Carmen. “I’m glad that you’ve considered me as your friend. And, I think you are right. Thank you for being patient with me, too.”

“Oh, come on, don’t even think about it. That’s what friendship is all about, Carmen,” Juling answered.

“We understand that you’re just shy,” added Paz.

“Yes, you’re right. Even my mother is upset with me. She said my being shy and quiet might be mistaken for snobbishness. I promise you, I’m going to change. You’ll see a different Carmen when I go back to work. I’ll have confidence in myself.

“That’s great news,” exclaimed Juling. “I have some ube cake and a bottle of soft drink in my bag. Let’s share them to celebrate the beginning of our new friendship and a new Carmen.”



## Let's Review

Answer the questions below.

1. What personal traits were portrayed by the characters in the story? Put a check mark (✓) before the trait that best describes the characters.

*Juling and Paz:*

- \_\_\_\_\_ a. Friendly
- \_\_\_\_\_ b. Cheerful
- \_\_\_\_\_ c. Envious
- \_\_\_\_\_ d. Caring
- \_\_\_\_\_ e. Like to gossip
- \_\_\_\_\_ f. Troublesome

- \_\_\_\_\_ g. Patient
- \_\_\_\_\_ h. Try hard to please their boss
- \_\_\_\_\_ i. Willing to share

*Carmen:*

- \_\_\_\_\_ a. Irritable
- \_\_\_\_\_ b. Loner
- \_\_\_\_\_ c. Hard-working
- \_\_\_\_\_ d. Has tantrums
- \_\_\_\_\_ e. Shy
- \_\_\_\_\_ f. Conceited
- \_\_\_\_\_ g. Pretentious
- \_\_\_\_\_ h. Lacks confidence

2. How did the character traits exhibited by Juling and Paz help promote good personal relationships with others?

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3. What character traits did Carmen show?

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4. Why did Carmen decide to change her attitude?

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5. What character traits of Carmen do you like? Which do you prefer, the old Carmen or the new Carmen? Why?

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Compare your answers with those in the *Answer Key* on page 36.

Think about this: What are the benefits of being friendly? Read on to find out.



## Let's Learn

In dealing with other people, especially by having friends, you learn how to get along well with others. You also learn how to care about them. You become aware that good traits are important in improving your relationships. Having good relationships help you become a better person.

Your ability to maintain good personal relationships with others will improve if:

- ◆ you know how to share;
- ◆ you accept responsibility;
- ◆ you do not always expect to be the center of attention;
- ◆ you respect yourself and others;
- ◆ you can control your hostility and aggression;
- ◆ you are courteous and considerate;
- ◆ you have self-confidence; and
- ◆ you care about people.

These are the important traits needed to develop and keep good interpersonal relations. There are many other good qualities you can have to get along well with others. But if you possess the most basic good trait—genuinely caring for others—then all other good qualities will follow.

To read more about this concept, you may study another NFE A& E module titled *I Need You*.



## Let's See What You Have Learned

- A. Do you have the good traits needed for maintaining healthy interpersonal relationships? Take this simple self-evaluation test to find out. Put a check (✓) in the appropriate box.

1. I usually feel affection for others, not envy.
2. I like helping people who are in trouble and offer sympathy and understanding when needed.
3. I appreciate others' successes and achievements.
4. I easily forgive those who do me wrong.
5. I can keep secrets.
6. I stand by what I believe in, but respect the opinions of others.
7. I apologize when I have been thoughtless or hurtful.
8. I always do the things I promise to do.
9. I remember the birthdays of my friends and relatives.
10. I try to avoid angry or thoughtless remarks.

| Yes | No |
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If your answers are mostly *yes*, you are probably a good friend and have healthy relationships, but you can still work to become a better person. If most of your answers are *no*, don't feel bad. At least you now know what attitudes you should change or improve.

- B. The following activity will involve your friends and/or co-workers.

1. Share with your friends and/or co-workers what you have learned from this module. You can tell them about the importance of being a good member in a workplace, organization, team or barangay. You can do this by describing the character traits or qualities and interpersonal skills that one must have to become a good member and friend.
2. Try to demonstrate to your friends and/or co-workers the qualities of a good member in:
  - ◆ a team;
  - ◆ a workplace; and
  - ◆ an organization or a barangay.

Most importantly, try to demonstrate to your friends or co-workers the qualities of a good friend.



## Let's Remember

In order to develop and maintain good interpersonal relations, you must:

- ◆ know how to share;
- ◆ accept responsibility;
- ◆ not always expect to be the center of attention;
- ◆ respect yourself and others;
- ◆ learn to control your hostility and aggression;
- ◆ be courteous and considerate;
- ◆ have self-confidence; and
- ◆ genuinely care about people.



## Let's Sum Up

This module has explored the ways of strengthening interpersonal relations with friends, co-workers and fellow community members. Remember the following:

- ◆ Establishing good interpersonal relationships in the workplace is as important as doing your job. To maintain good relations with your co-workers, you should learn how to cooperate, communicate effectively, know and accept yourself, respect others, and be able to manage personal conflicts effectively.
- ◆ Members of a community should work as a team in order to solve community problems. As team members, they should always work toward the same goals instead of competing with each other. The leader of the community/team, on the other hand, should always consult with the members before making important decisions about the community.
- ◆ Good interpersonal relations, whether with people in your workplace, organization or community, need to be maintained. There are many interpersonal skills and traits you can develop in order to maintain good relationships with others. Foremost of which is the ability to feel and express genuine concern for people.



## What Have You Learned?

Study each situation and answer the questions that follow.

1. Rico and Vic are policemen in Barangay Malaya. They are asked to work together to investigate a crime that occurred recently in the barangay. One day, Rico stumbles upon very important information regarding the case. He knows that the police chief would be very impressed with the discovery. He desperately needs a promotion. If you were Rico, what would you do?
  - a. Report the important discovery to the chief without telling Vic about it.
  - b. Do not tell anyone from the police department about the information you have found.
  - c. Share the information with Vic and report it to the police chief together.
  - d. Tell other people about the important information.

Explain why you chose that answer:

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2. Josie worked as a seamstress for a well-known dressmaker for nearly ten years. When the dressmaker died, Josie found work in a garment factory as a sewer. On her first day at work, she overhears her co-workers talking about her. “That new woman is very conceited,” one of them whispers, “just because she worked for that famous dressmaker, she thinks she is better than everybody here.” Josie couldn’t understand why her co-workers would think her conceited. As far as she knows, she has been as friendly with them as possible. If you were Josie, what would you do?
  - a. Ignore your co-workers’ comments. After all, you are indeed better than them and would not want to go down to their level.
  - b. Confront and accuse them of trying to ruin your reputation.
  - c. Tell your boss that they talk about you behind their back and suggest that they should be dismissed from the factory.
  - d. Try to examine yourself—maybe you need to be friendlier and more open. Your co-workers’ comments may indicate that you need to improve your attitude.

Explain why you chose that answer.

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Compare your answers with those in the *Answer Key* on pages 36–37. Are your answers the same as those suggested? Give yourself 5 points for each correct answer.

If you did not get a perfect score, study again those points in the module that you were not able to understand or remember.

Did you get a 10? Very good! You have learned a lot from this module. You can now proceed to the next one.



## Answer Key

### A. Lesson 1

*Let's Try This (pages 7–9)*

1. Fredo seems to think that there is no point in establishing good interpersonal relations with his co-workers. As a result, he is uncommunicative, uncooperative and disrespectful toward them. Furthermore, he is very competitive. Instead of thinking of how he and his co-workers could work together to make the factory more productive, he thinks only of his own good.

Jose, on the other hand, is very helpful and generous with his time and skills. He does not hesitate to lend a hand when a co-worker encounters difficulties with his/her task. Jose also knows how to communicate his feelings and needs. He was in fact able to tell the boss that he needed a raise.

How did their attitudes toward their co-workers affect Fredo's and Jose's careers? Because he does not know how to relate well with his co-workers, Fredo was left alone most of the time. This made him sullen and bad-tempered, and thus less productive. Jose, on the other hand, was able to win the support of his co-workers in his bid for a promotion---they helped convince the boss that Jose was deserving of it. Therefore, Jose's good interpersonal relations with his co-workers had a very good effect on his career.

2. Based on the story of Fredo and Jose, it is better to set aside your assigned tasks now and then to help out co-workers who are experiencing difficulties with theirs. This is because in the workplace, establishing good working relationships is as important as doing your assigned tasks.

After all, you and your co-workers are a team working toward the same general objectives and, in order to fulfill these objectives, you have to work well together. Although Fredo may have spent more time on his tasks than Jose spent on his, Jose ended up being more productive because by helping his co-workers with their tasks, he was able to understand better how the factory works. This made him qualified to be promoted to division assistant supervisor.

3. Fredo and Jose's disagreement almost ended in a fistfight because when Fredo approached Jose, he was already very angry and ready to pick a fight. Instead of speaking with Jose calmly and clarifying the issue, he accused Jose of being the boss's favorite. Clearly, Fredo has problems communicating well with others. Aggression and anger seem to be the only ways he can communicate with other people. He also obviously lacks respect for others, as shown by his attitude toward Jose and his co-workers who ask for help.



4. Fredo and Jose were finally able to clear the issue and settle their differences when they calmed down and began talking reasonably with each other.
5. Aling Loleng helped resolve the conflict by calming the quarreling men down, especially Fredo, who is the more hot-headed of the two. She then encouraged each man to voice out his thoughts and explain his point. Finally, she convinced the two men to discuss their differences in order to clear the issue.
6. From their experience, we can observe that it is very important to stay calm when you encounter an angry person. If you match the other person's temper, nothing will be solved and you might even end up hurting each other. You must force yourself first of all to listen. Hear out the other person's side, his opinions and demands. Afterwards, calmly explain your own beliefs regarding the matter at hand. Try not to criticize or reject the other. Instead, find a common ground, something you can agree on. Emphasize this point, then give comments that are meant to improve, not insult, the other person. If you keep your head in times of conflict and talk things over, you will be able to save a lot of time and energy. Not only that, both parties would come out of the confrontation with lessons learned, not black eyes, broken limbs, or hurt feelings.
7. First of all, the story shows that communication is a very important aspect of interpersonal relations. If the lines of communication are open, people understand each other better and conflicts are greatly minimized.

Secondly, one must cooperate and not compete with one's co-workers. Cooperation not only improves people's relationships with each other; it is also a very good approach for the achievement of a team's objectives.

Finally, being able to manage conflict effectively is a very important skill that members and leaders of organizations should master. Everyone in the team should know how to successfully resolve conflicts and to turn these into positive experiences for everyone concerned.

*Let's See What You Have Learned (page 11)*

1. **F** – Since you and your co-workers work as a team, helping each other with your respective tasks can neither be impractical nor time wasting; this could help you more speedily achieve the team's overall objectives.

2. **F** – Communicating needs and feelings is an important aspect of interpersonal relationships. If you let others understand clearly how you feel and what you need, they can understand you better and know how to properly relate to you. Emotions, whether positive or negative, are not signs of weakness and inefficiency—we all experience different emotions every day. It is how you act upon these feelings that can show your weakness or strength of character.
3. **T** – It is important that you understand and accept your own needs and weaknesses. This way, the needs and weaknesses of others would be easier to understand and accept.
4. **F** – One aspect of good interpersonal relationships is respect. Other people may have ideas in opposition to your own, but this does not mean that they are wrong and you are right. Respecting other people's beliefs is a good trait and one that could help avoid a lot of conflict.
5. **F** – We are often taught not to meddle in personal arguments, but conflict between members of a team should concern all the other members. If conflict arises in your workplace, it is your duty as a team member to help resolve it. You do not have to join in the argument or take sides. The best thing you can do is to calm the quarrelling members and encourage them to talk about their differences reasonably.

## **B. Lesson 2**

*Let's Review (pages 18–19)*

1. There are some canals in Barangay Maligaya that are not regularly cleaned. These could be possible breeding places of mosquitoes carrying dengue.
2. Yes, because they are united and they have a workable plan of action.
3. If all members of the barangay are united, they can easily solve their problems by helping one another and working cooperatively. When there is cooperation, they can do their tasks more easily and efficiently.
4. Good character traits of barangay members:
  - ◆ There is unity among members.
  - ◆ They are willing to help each other.
  - ◆ They are aware of their roles and responsibilities as members of the barangay.
  - ◆ They are willing to improve themselves.

5. Good character traits of the barangay captain:
  - ◆ Consults with members of the barangay
  - ◆ Respects the opinions of others
  - ◆ Dedicated to his duties as barangay captain
  - ◆ Attends meetings regularly
  - ◆ Hardworking
  - ◆ Is concerned for members of the barangay
6. Lessons learned about interpersonal relations:
  - ◆ If all members are united and work cooperatively as a team, problems faced by the community can be overcome.
  - ◆ It is important to have a barangay leader who consults with community members and provides direction, guidance and motivation so that they may be mobilized to work cooperatively.

*Let's See What You Have Learned (pages 21–22)*

- A. 1. Members of a team must always keep in mind that they are working toward the same goals. If a team member does not perform well, it is the team that suffers. In the same way, if all members are happy and get along well with each other, he/she becomes more productive. This benefits the entire team.

Because team members cannot achieve the team's goals alone, it is important that they have good interpersonal relationships with each other. They should also help each other achieve their group's goals. By helping other members of the team with their tasks, they are working for the good of the entire team as well as their own.
2. A team member who does not know how to get along well with others may find it hard to work with them. If this happens, the team may not be able to achieve its objectives. There may also be a breakdown in communication between team members. This may result in wasted time and effort. The output of your work may also not match or fit with those of the other team members.
- B. 1. (4) It is good when team members agree to work together toward a single goal.
2. (4) Giving rewards or incentives to team members who perform well may inspire other members to do as much, if not better. However, team members must maintain a healthy attitude toward this. Award giving is a practice meant to recognize the accomplishments of one's fellow member, not to bring about competition.

3. (8) One should not compete selfishly with other members of one's team. Instead, a team member should keep in mind that all the members are working toward the same goals.
4. (4) Team members should be aware of the team's goals and objectives. Most importantly, they should cooperate to achieve these goals. When members have different objectives, the team's forces will be scattered, and it will grow weak and become less effective.
5. (8) A team member should help in all of his/her team's activities. It should not matter if the task was not assigned to him/her. The faster the other members are at finishing their work, the better for the team and all the members.

### **C. Lesson 3**

*Let's Review (pages 25–27)*

1. Character traits of Juling and Paz: a, b, d, g, i  
Character traits of Carmen: b, c, e, h
2. By being friendly, patient and caring, Juling and Paz were able to reach out to their co-worker, Carmen. They were able to help her realize that she has problems about relating with other people, and that she can overcome these and become a better person. Through their actions, Carmen was able to build her self-confidence and new friendships were formed.
3. Shy, hardworking, loner, timid
4. Carmen was able to experience firsthand the benefits of having friends who care about her. She was able to learn a lot from the words and actions of Juling and Paz.
5. The new Carmen is now confident and is more willing to change in order to improve herself. She has gained new friends who care about her and who will help her overcome her shyness. Carmen's friendliness and confidence are traits that are important for a productive life.

### **D. What Have You Learned? (pages 30–31)**

1. The best answer is option (c). If Rico coordinates with Vic, chances are, they would come up with a better and more complete report. This way, they both may get promoted.

Option (a) is not the best thing to do. Rico and Vic are supposed to work as a team. As such, they should cooperate in order to achieve their goal. By not consulting Vic about his discovery, Rico will not know if Vic has ideas or additional information which may help shed more light on the case. For all he knows, Vic may even help him get the promotion he wants.

Option (b) is a bad decision. Nobody will benefit if Rico keeps the information to himself.

Option (d) is a bad move and one that might even put the people involved in the crime in danger. As a policeman, Rico should be aware that information regarding investigations such as the one he and Vic are undertaking is highly confidential. If people find that you cannot be trusted, they will keep away from you and you would not be able to establish good interpersonal relationships with them.

2. Option **(d)** is the best answer. By taking her co-workers' comments in a constructive way, Josie would not only be avoiding conflict, she could also become a better person. Also, by making more efforts to reach out to her co-workers, she would be able to prove them wrong and establish good interpersonal relationships with them at the same time.

If Josie chose option (a), this would mean that Josie's co-workers are right about her. She does not respect her co-workers and as such may not be able to work well with them.

Option (b) is a very bad thing to do on one's first day at work. Josie should try to reach out and establish good interpersonal relationships with her co-workers, not cause trouble. Also, this approach is likely to lead to conflict. If Josie really wants to discuss the issue with her co-workers, she should do so by approaching them calmly and courteously.

Option (c) will definitely ruin Josie's chances of establishing good relationships with her co-workers. By talking to the boss about her co-workers behind their backs, she would be committing the same crime she is accusing them of.



## Glossary

**Communication** The process of passing on information so that it would be known or understood by others

*Example:* They won the war because there was effective communication of combat strategies among their troops.

**Conceited** Having too much pride or confidence in one's general ability to perform particular actions or to achieve particular aim

*Example:* Nobody likes a conceited person.

**Confident** Sure; self-assured

*Example:* Ana is confident that she can finish her work on time.

**Conflict** Disagreement, fierce argument or quarrel

*Example:* The conversation between Mr. Reyes and Mr. Gomez ended in conflict when they began discussing their opposing political views.

**Cooperation** Working together toward the same goal

*Example:* The barangay members attained their goal of building a day care center because of every member's cooperation.

**Dengue** An infectious disease transmitted by mosquitoes and characterized by rash and aching head and joints; dandy fever; breakdown fever

**Effective** Has the power to produce a desired result

*Example:* The strategy he proposed for setting up a recycling area near the barangay hall was effective in solving the problem of garbage disposal in the community.

**Fumigation** The removal of harmful insects, bacteria, disease, etc. using chemicals in a gaseous or smoky form (e.g. by spraying )

*Example:* The government fumigation program will help reduce the incidence of dengue.

**Interpersonal** Concerning or involving relationships between people

*Example:* Aida and Lorie have a good interpersonal relationship and therefore they work well together as a team.

**Non-threatening** Peaceful; safe

*Example:* The residents of the barrio welcomed the strangers to their community because they looked kind and they spoke to the people in a non-threatening way.

**Obligation** Moral or legal duty or tie

*Example:* It is the obligation of every member of a team to work together to achieve a common goal.

**Quarrelsome** Often engaging in disagreement with others

*Example:* Mario is a quarrelsome fellow, that is why he has few friends and often gets into fistfight.

**Respectful** Having or showing good opinion, high regard or consideration for something or someone

*Example:* The children show that they are respectful toward their elders by using *po* and *opo* when speaking with them.

**Responsible** Able to answer for one's own conduct and act in an acceptable way; able to accomplish tasks or duties

*Example:* By always finishing his work on time, Paolo showed that he is a responsible employee.



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