



What Is This Module About?

Speaking properly is important in our daily lives. It determines partly how well we function as a member of a family, a peer group, a community and the world. To be understood by everyone, we must speak clearly and effectively. This module will teach you how to speak in a manner most suited to your voice, a topic of discussion, an audience and a situation. It will also teach you how to use polite expressions during meetings, in resolving conflicts and in arriving at conclusions.

This module will make use of an audio cassette tape entitled *Let's Talk!* in some parts of the lessons. So, if you do not have access to a cassette recorder/player and a blank audio cassette, you should ask your Instructional Manager or Facilitator to provide you with these materials. However, you can still complete the lessons in this module without the said materials. You just have to read the dialog scripts aloud to your co-learners and Instructional Manager or Facilitator for feedback.

This module is made up of two lessons:

Lesson 1 — *Voicing Out*

Lesson 2 — *Say It Right*



What Will You Learn From This Module?

After studying this module, you should be able to:

- ◆ adjust the rate and volume of your speaking voice to suit your topic of discussion, your audience and the situation; and
- ◆ use polite expressions during group meetings, in resolving conflicts and in arriving at conclusions.



Let's See What You Already Know

Before you start studying this module, take this simple test first to find out how much you already know about the topics to be discussed.

A. Write the letter of the best answer in the blank provided before each number.

- _____ 1. These refer to proper use of voice when speaking.
- a. effective listening skills
 - b. effective thinking skills
 - c. effective speech communication skills
 - d. effective math skills
- _____ 2. It refers to how loud or soft your voice is.
- a. pitch
 - b. quality
 - c. rate
 - d. volume
- _____ 3. It is the characteristic of voice that indicates emotion.
- a. pitch
 - b. quality
 - c. rate
 - d. volume
- _____ 4. Your friend's voice is not pleasing to the ears. He/She must improve the _____ of his/her voice.
- a. volume
 - b. quality
 - c. pitch
 - d. rate
- _____ 5. It refers to how fast or slow a person speaks.
- a. quality
 - b. volume
 - c. rate
 - d. pitch

B. Underline the polite utterances in the following sentences.

1. Please consider my suggestion for the upcoming town fiesta.
2. Pardon me, but I didn't hear what you said.
3. Excuse me, but let me finish what I am saying first.
4. I beg to disagree, but his suggestion is much better.
5. Thank you for attending this meeting.

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

If all your answers are correct, 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 low score, don't feel bad. This means that this module is for you. It will help you understand some 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.

Voicing Out

Have you ever participated in a meeting in your school, workplace or community? What happened during the meeting? Were you able to express your insights and opinions? Did the other participants in the meeting understand what you said?

In meetings and other conversations, it is not only important to share your ideas. You must also know how to deliver them effectively. This lesson will help you understand how to communicate successfully.

After studying this lesson, you should be able to adjust, that is, use the proper pitch, rate and volume of your speaking voice to suit the topic being discussed, the audience before you and the situation you are in.



Let's Study and Analyze

When you are at home, observe how your family members talk. When you are done observing them, answer the following questions.

1. Does each family member talk loudly or softly?

2. Do your other relatives speak the same way?

3. Why do you think you speak the way you do?

4. Do the members of your family understand each other with the way each one speaks? Why or why not?

Compare your answers with those in the *Answer Key* on pages 49 and 50.

In any kind of conversation or meeting, whether in front of the family, friends, classmates or community members, it is always important to speak clearly. This way, we are able to let other people understand what message we want to convey and what we think.

Do you think you are an effective speaker in family dialogs and community meetings?



Let's Listen to This

The following dialog will help you understand how to communicate effectively during a community meeting. It will help you identify the proper volume, rate and pitch that should be used. Listen to *Tape Segment # 1, Side A, Voicing Out*, while reading the dialog below.

Make sure you are in a quiet room so you will be able to listen to the tape with no interruptions or distractions. Listen carefully and take note of the differences in the characters' voices. These differences include whether the voices are loud or soft, fast or slow, with or without emotion, etc.

Voicing Out

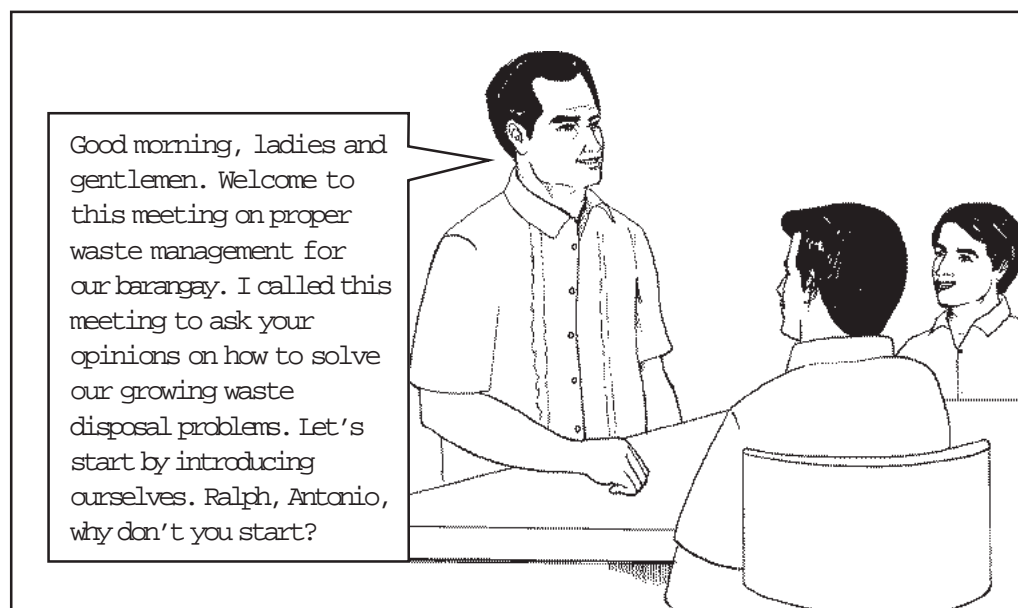
Characters

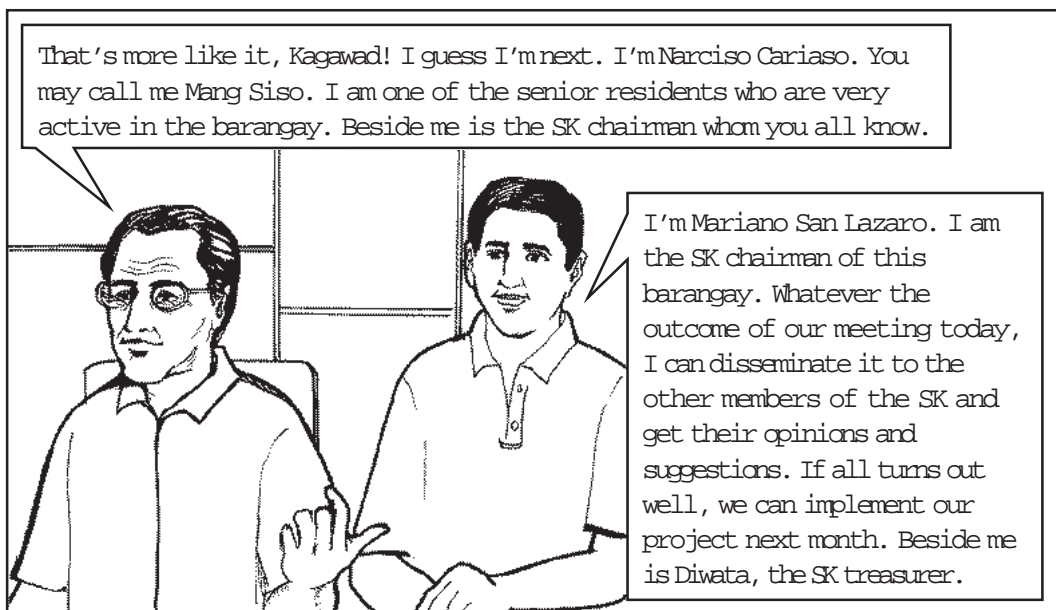
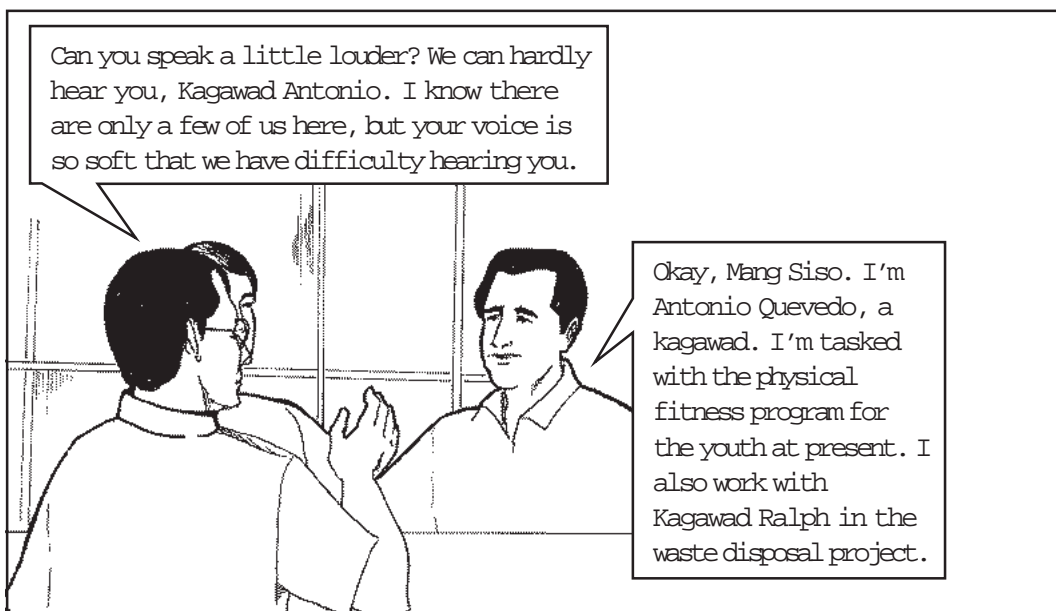
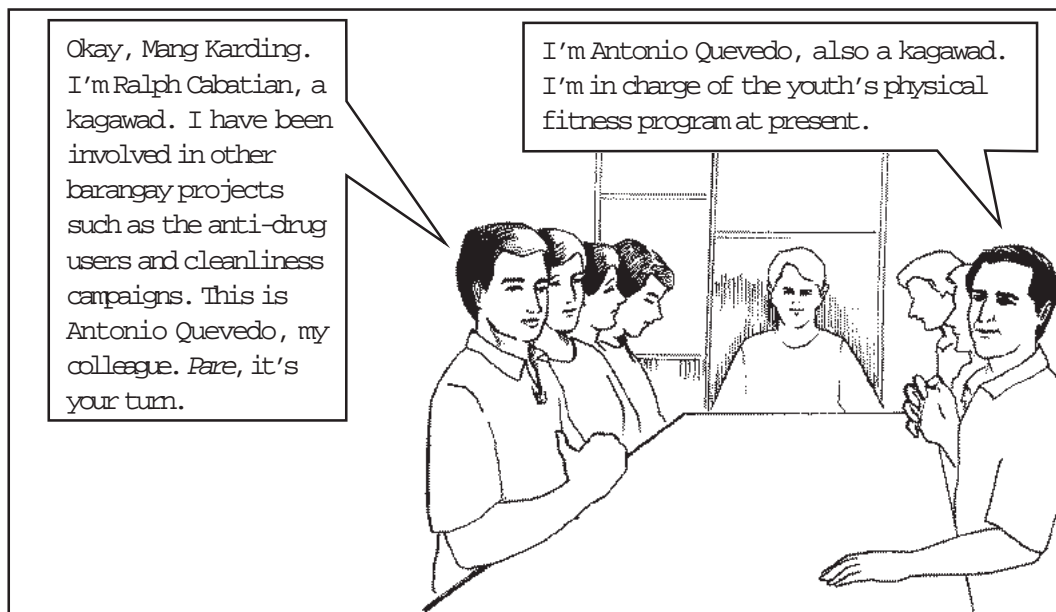
<i>Narrator</i>	35-year-old woman
<i>Karding</i>	45-year-old barangay captain with a loud voice
<i>Teresita</i>	30-year-old female resident who speaks properly (with proper volume, rate and pitch)
<i>Person 1</i>	30-year-old female resident
<i>Nestor</i>	24-year-old male resident

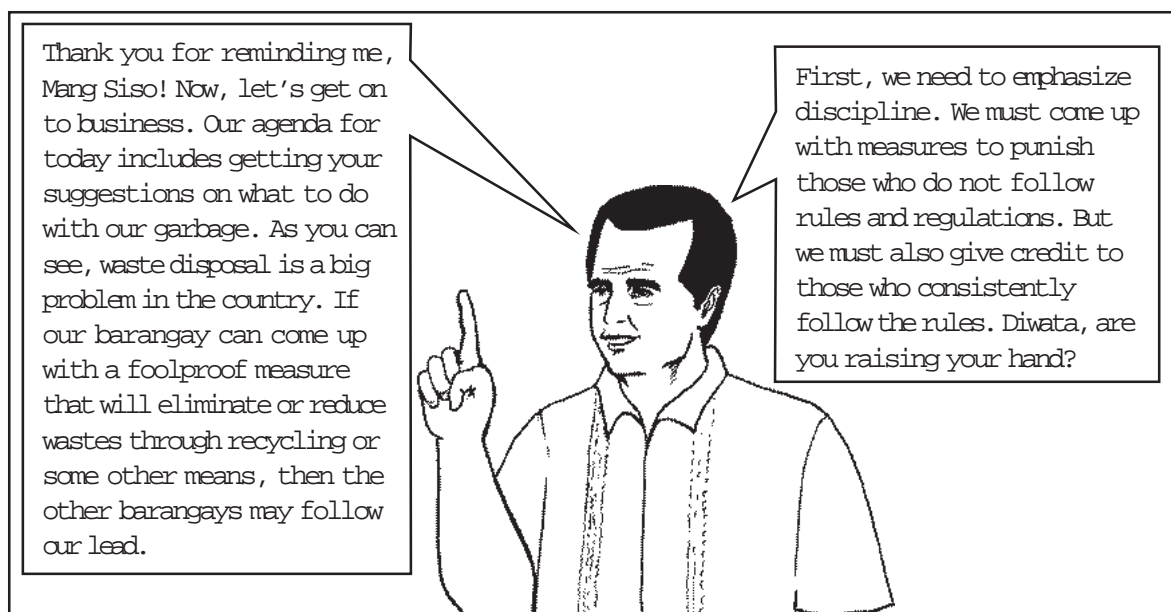
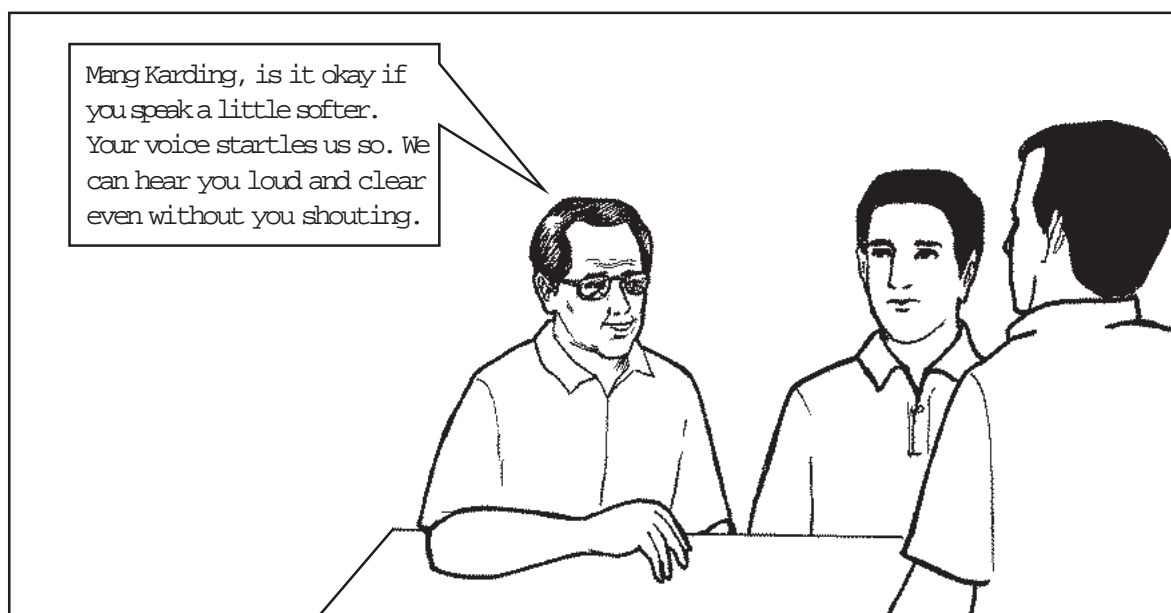
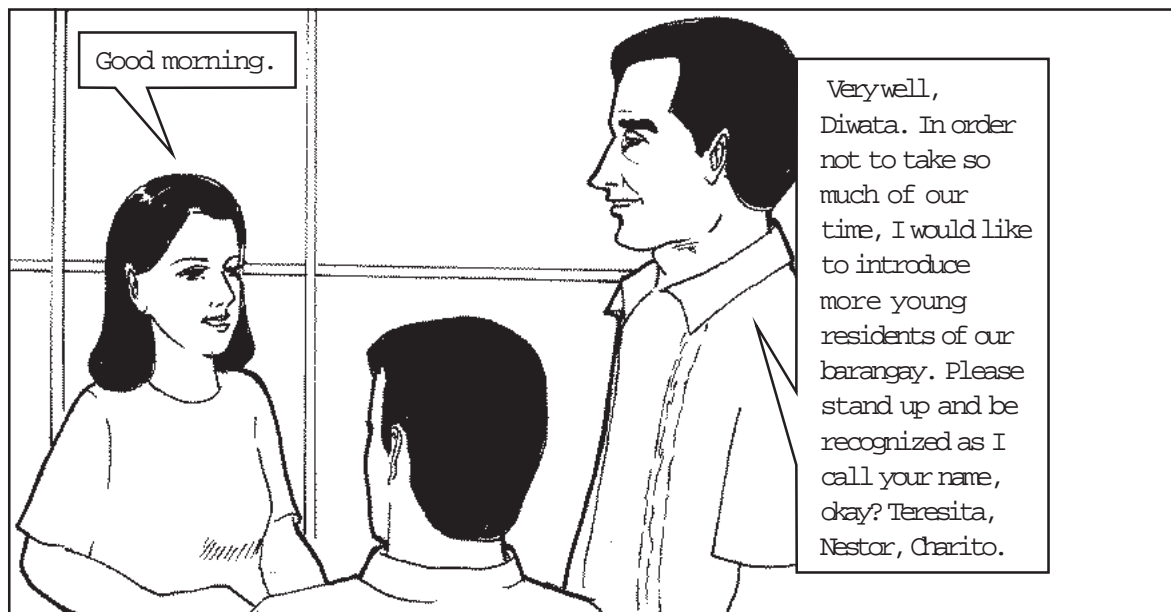
<i>Mariano</i>	23-year-old Sangguniang Kabataan (SK) chairman who speaks properly (with proper volume, rate and pitch)
<i>Person 2</i>	23-year-old male resident
<i>Mang Siso</i>	62-year-old male resident
<i>Diwata</i>	21-year-old SK treasurer with a soft speaking voice
<i>Charito</i>	27-year-old female resident who speaks slowly
<i>Ralph</i>	29-year-old <i>kagawad</i> with a loud voice
<i>Antonio</i>	35-year-old <i>kagawad</i> with a soft voice
<i>Tito</i>	40-year-old male resident who speaks very fast
<i>Aling Tinay</i>	50-year-old female resident with a high-pitched voice

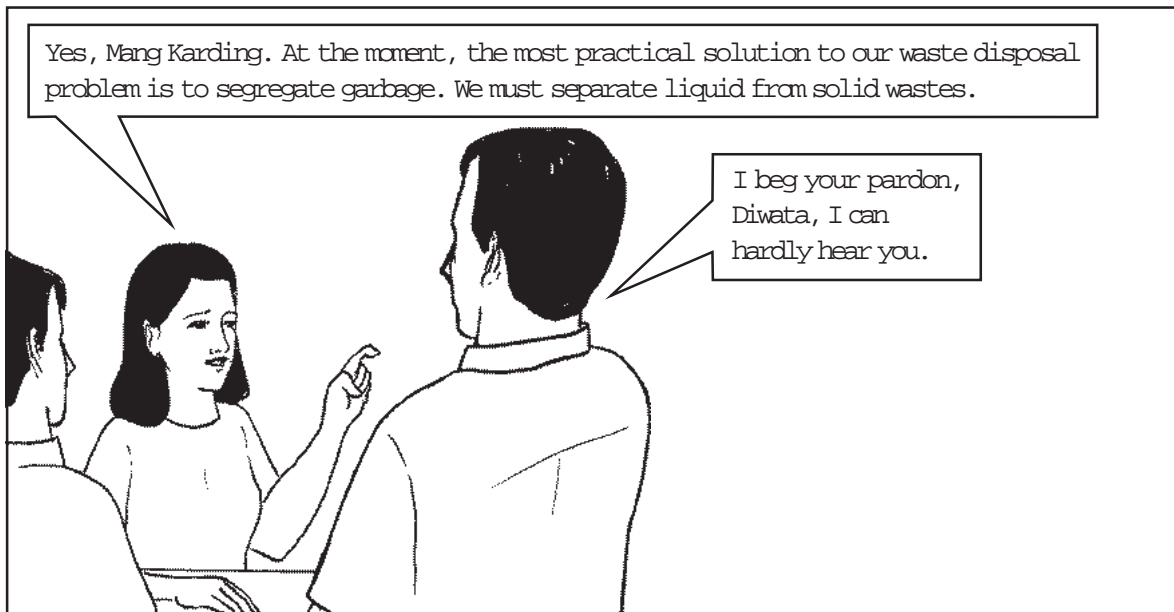
Dialog

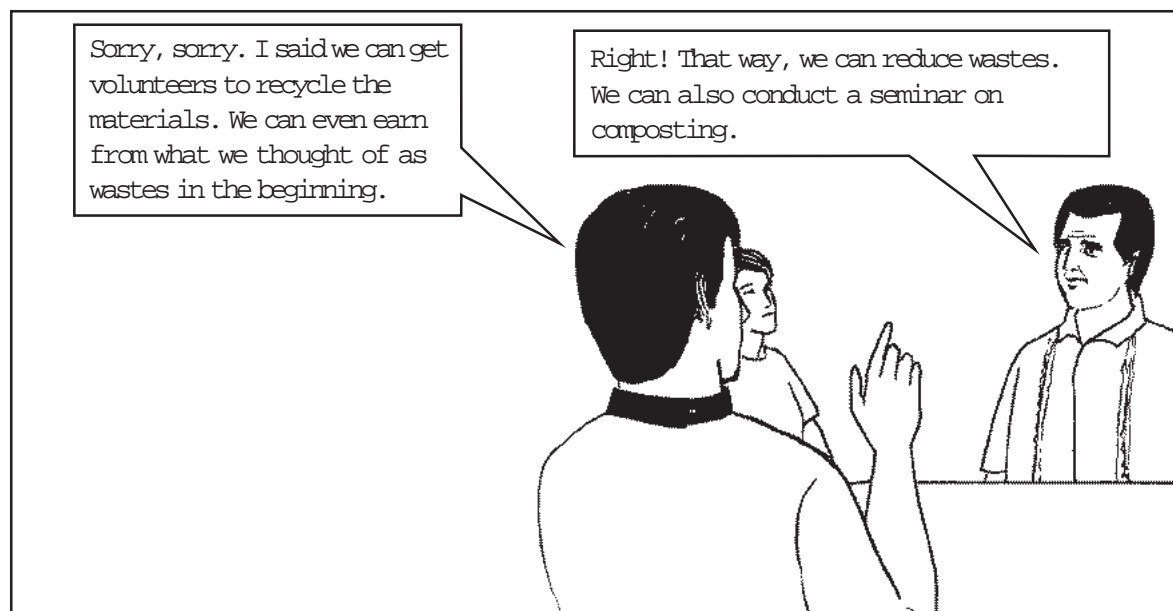
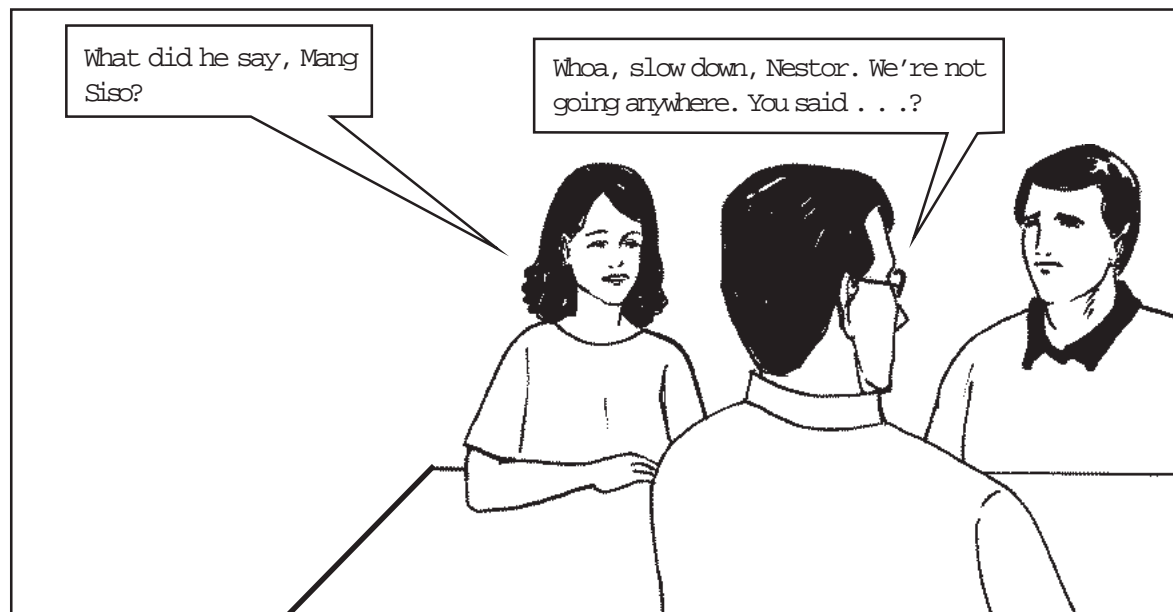
Narrator: Effective speaking requires a speaker to change the loudness or softness of his/her voice, how fast or slow he/she talks (rate) and how high or low his/her voice is (pitch). Effective speakers know when to pause in-between dialogs, too. To illustrate my point, listen carefully to the dialog on waste disposal during a meeting.

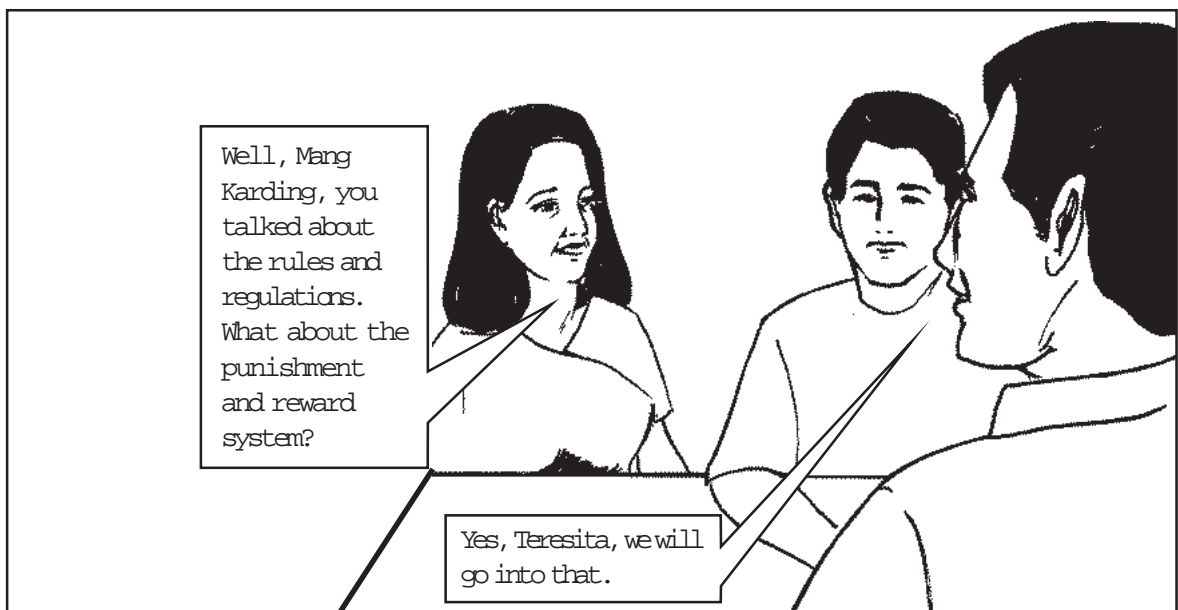
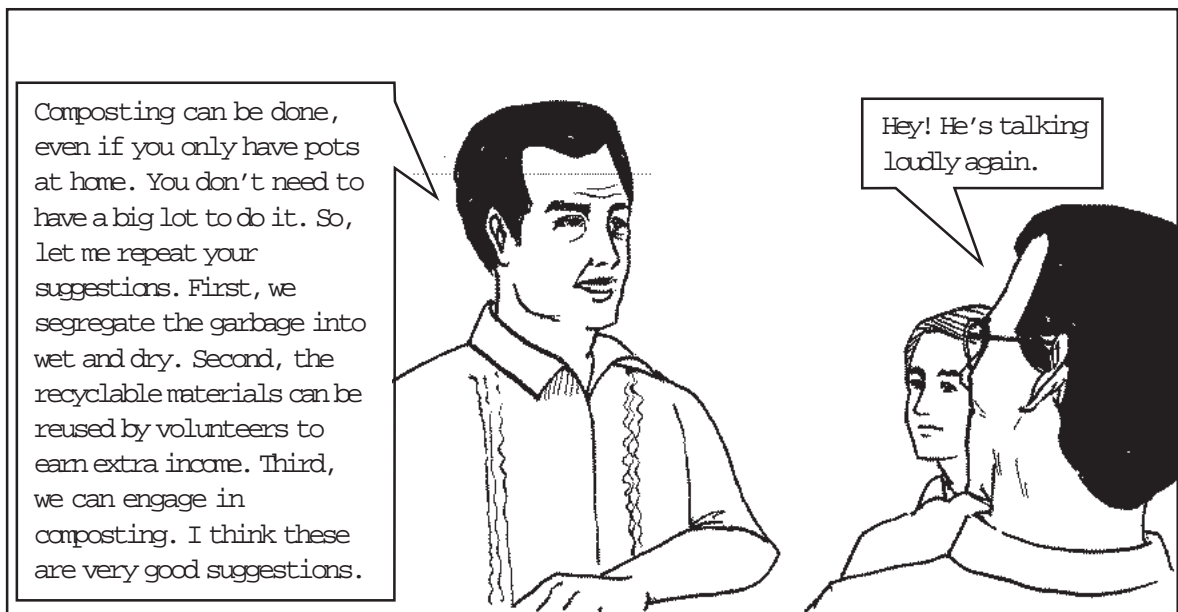


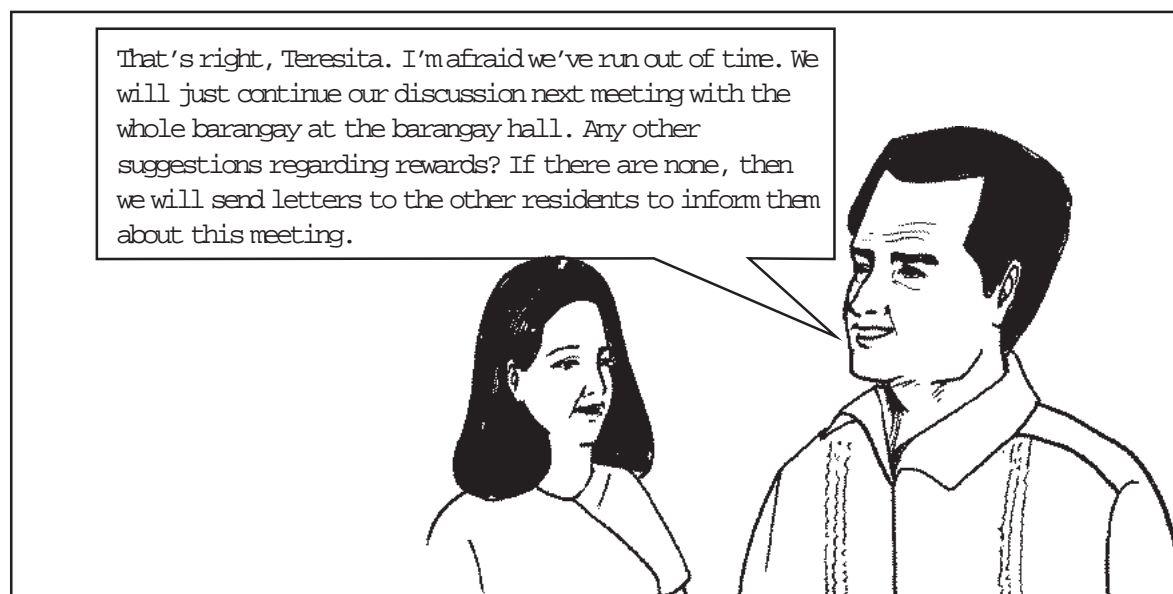
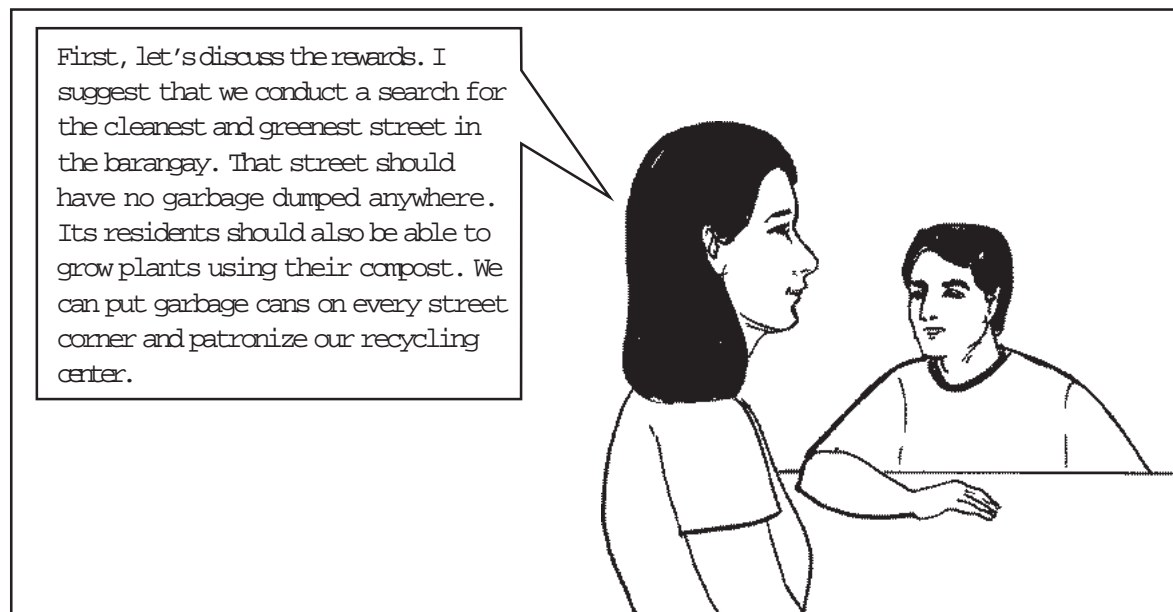






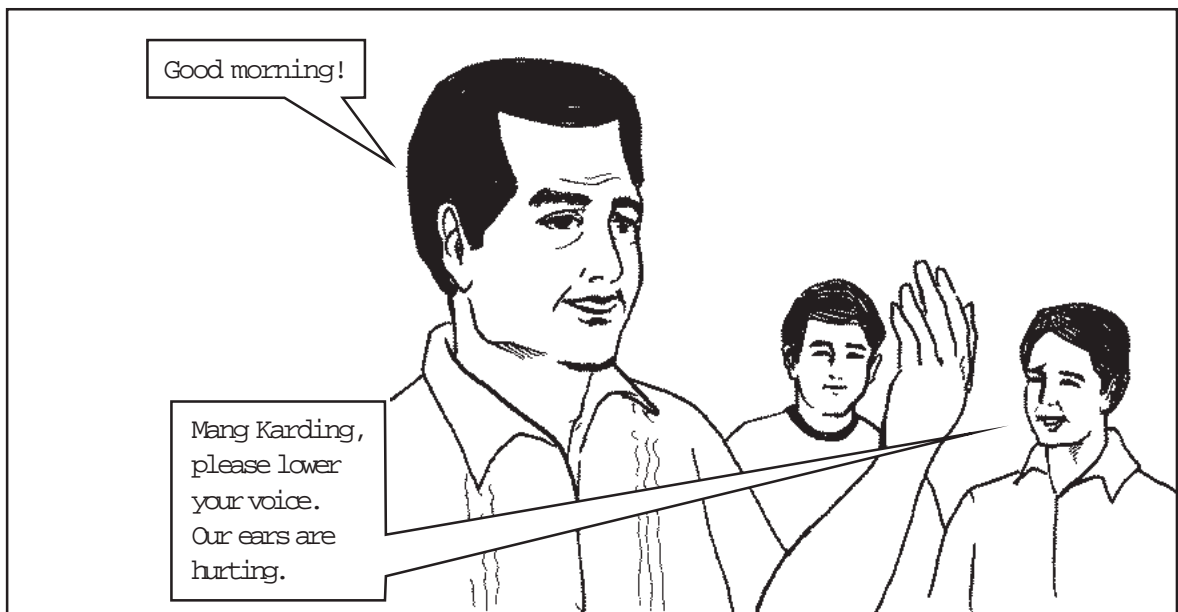
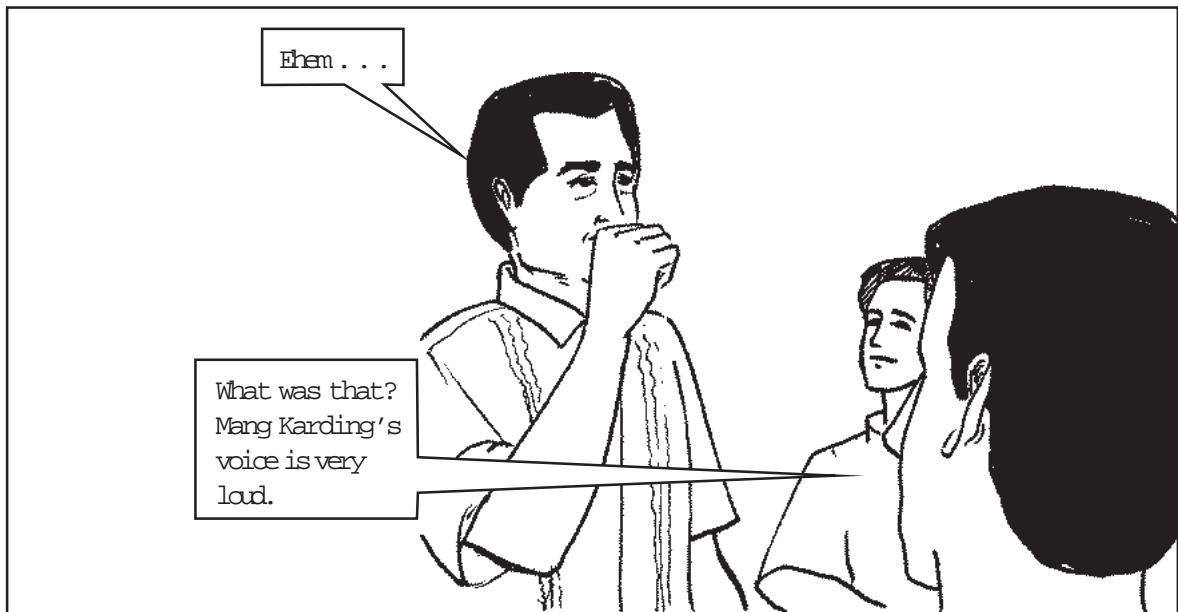


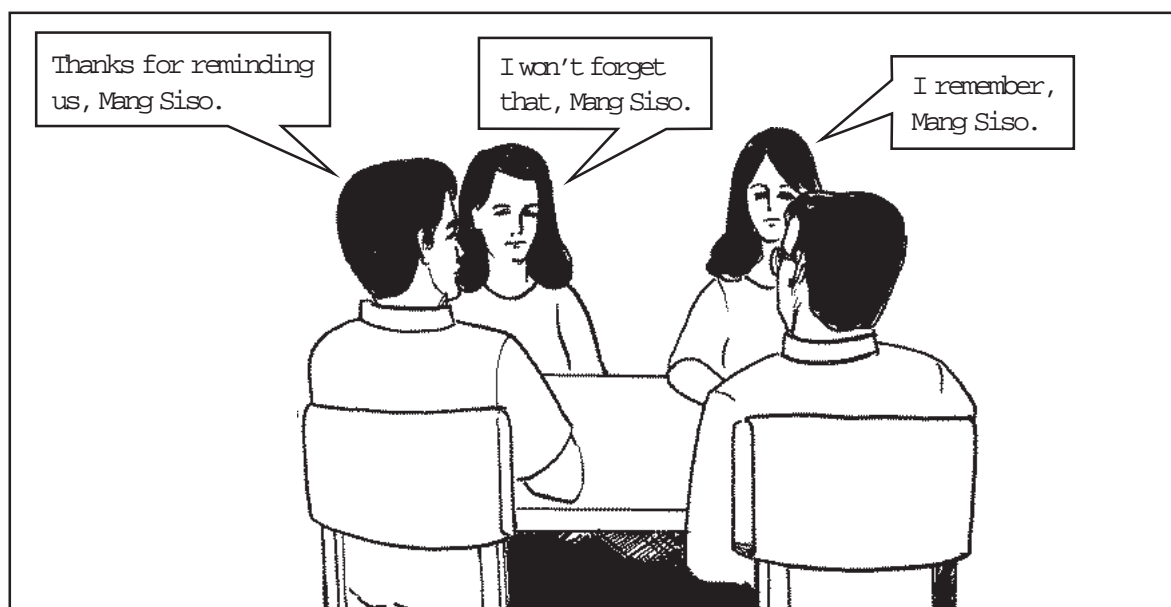


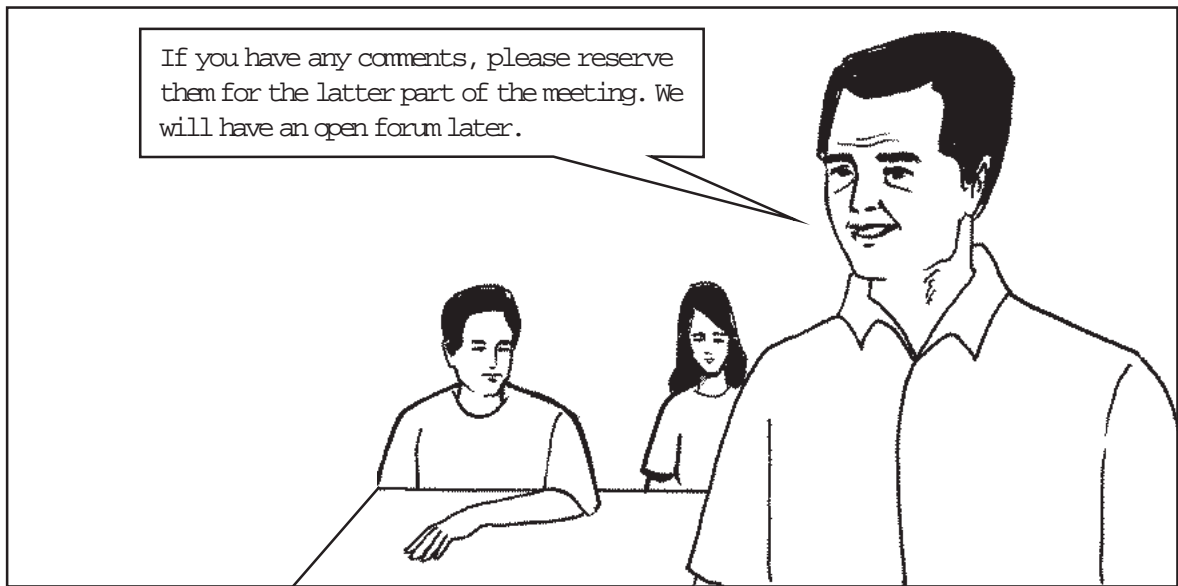


During the scheduled meeting with other residents . . .

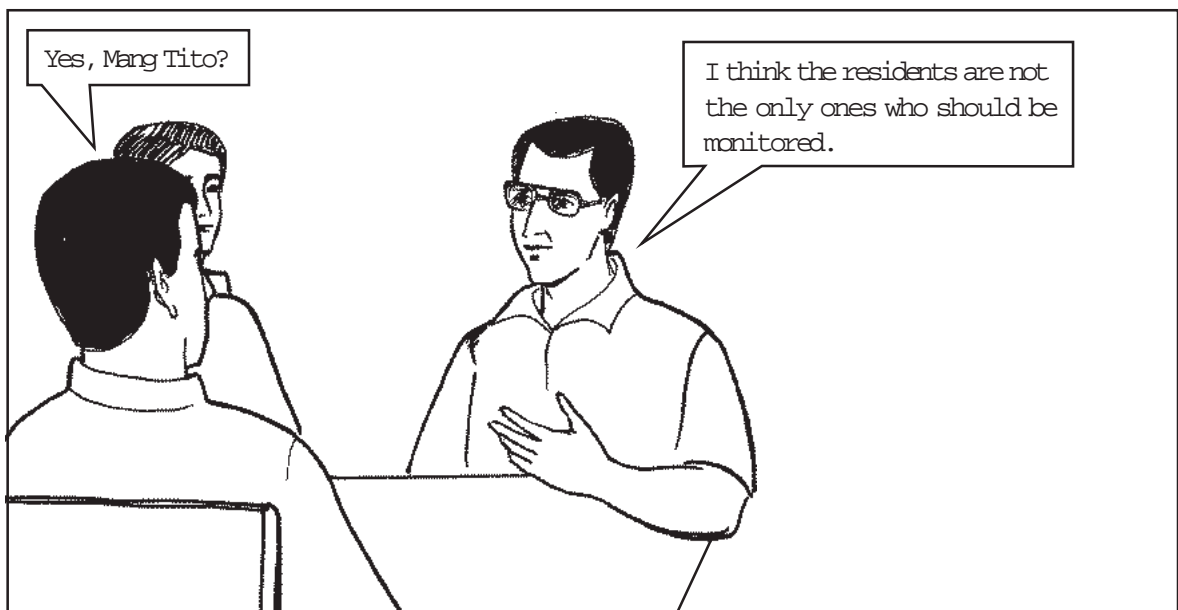
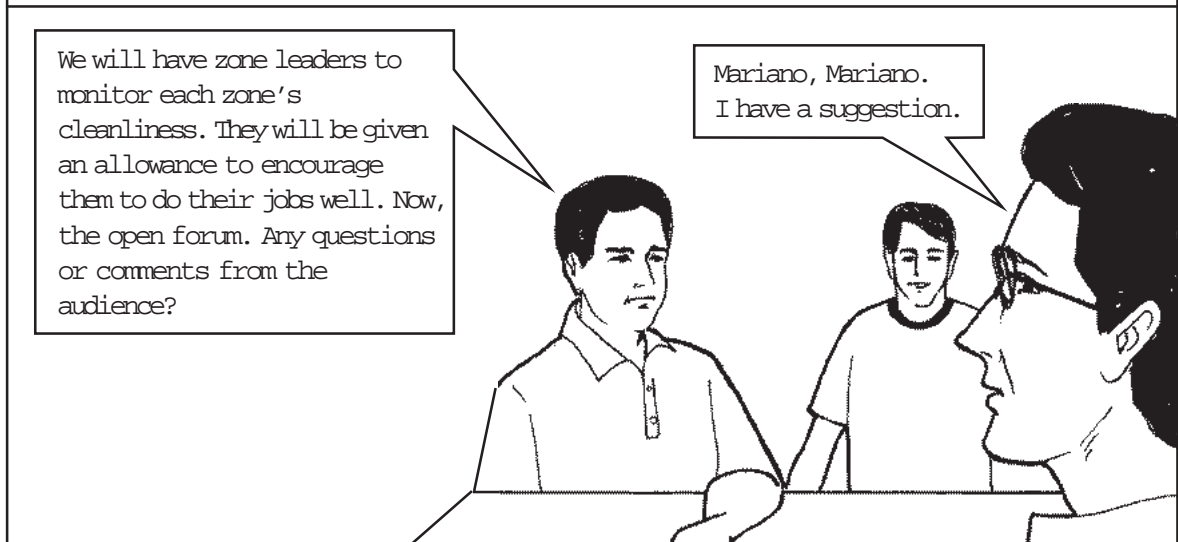


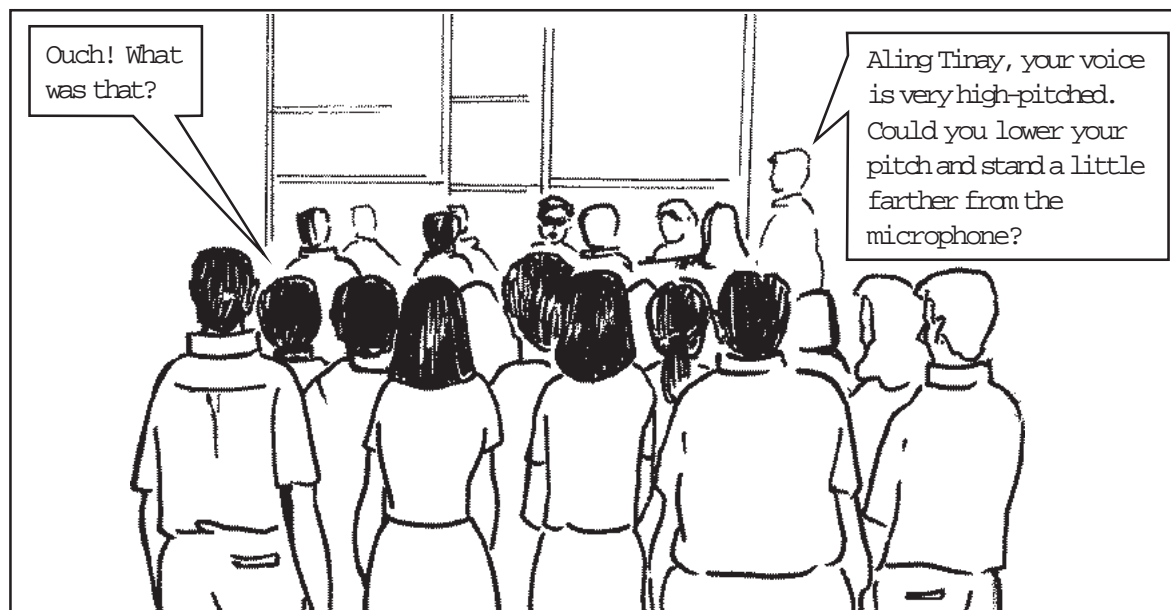
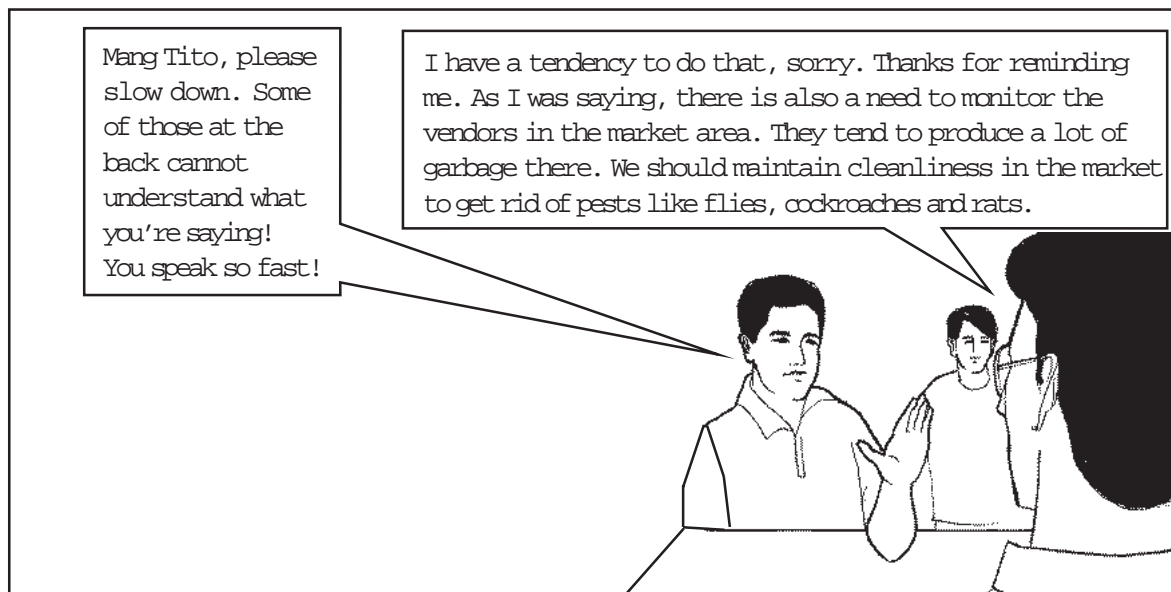






After Mang Karding has explained the proposal to the residents . . .





Oh, okay. The two schools can participate as well by teaching the pupils how to maintain cleanliness in their surroundings. They can also be taught how to make useful articles from recycled materials.

Very good suggestion, Aling Tinay. We're taking note of all your suggestions. We are going to implement our earlier proposal first. After a month, we will evaluate our progress. We will meet again to present our findings to all of you. Thank you very much for attending this meeting. We will report regularly to you so that you will know what is happening.



Let's Try This

Answer the following questions briefly.

1. Based on the dialog you just heard/read, whose voice was the loudest? Why do you think so?

2. Whose voice was the softest? Why do you think so?

3. Who spoke quite fast? Why do you think so?

4. Who spoke very slowly? Why do you think so?

5. Based on the dialog, how do you think the way a person speaks affects how his/her listeners understand what he/she is trying to say?

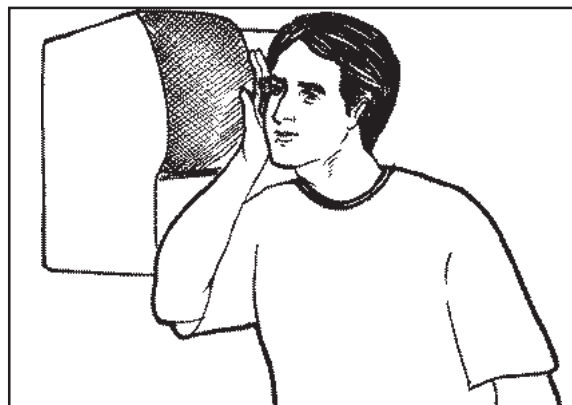
Compare your answers with those in the *Answer Key* on page 50.



Let's Study and Analyze

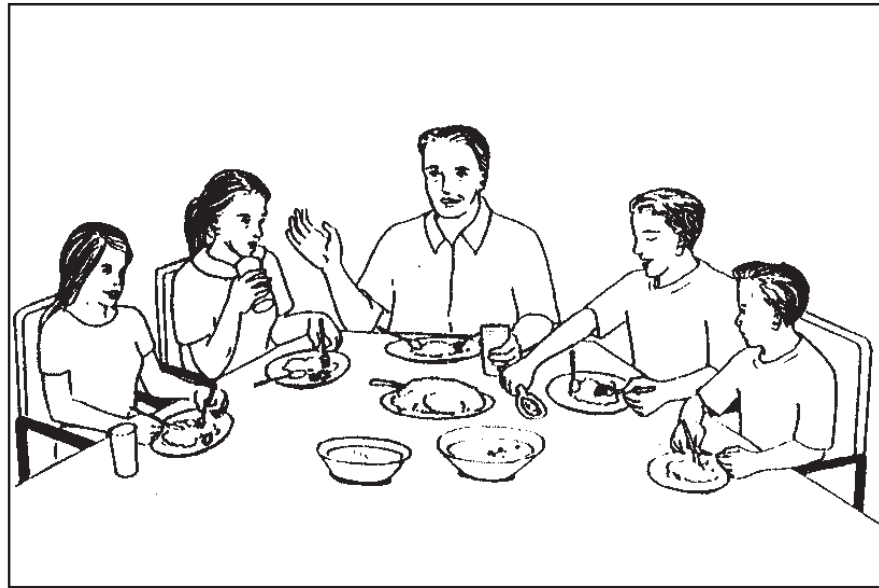
To get your message across, you must learn to adjust the rate and volume of your voice to suit the topic being discussed, the audience before you and the situation you are in. **Effective communication** means you must have the appropriate manner of speaking at all times. To do this, a balance between the **volume**, **pitch** and **rate** of your speech must be achieved. Your voice must also sound pleasing to your audience.

Now you may ask, "What is volume?" **Volume** refers to the loudness or softness of a person's voice. A whisper is soft, while a shout is loud. You can compare the volume of your voice to that of the radio. If you feel uncomfortable listening to the radio when it's deafening or too loud, then you must turn the volume down. However, if you have difficulty hearing the music from the radio, then the volume is too soft and thus, needs to be increased.



When you don't want other people aside from the one you are talking to to hear your voice, you should then talk to him/her in a soft voice. Sometimes, you cannot help but shout at the one you are mad at. Don't shout. You'll regret it later.

At home, when speaking with family members, your voice should only be loud enough to be heard by them. There is no need to shout.



Do you remember Mang Karding in the dialog you read earlier?

What kind of voice does he have?

If you said that he has a loud voice, then you are right! Mang Karding has a very loud voice. Every time he speaks, he sounds as if he is angry with someone. This is why Mang Siso had to comment on the way he speaks. Through Mang Siso's comments, Mang Karding improved the volume of his voice.

The volume of your voice must suit the situation you are in. If you are in a meeting in your barangay hall, you have to speak louder. This will help the people at the back or even those outside to hear you clearly.



If you are in the market, make an effort to speak louder especially if there are a lot of people around you. The market vendor might not be able to hear what you are saying if you speak softly.



Do you think your voice is loud or soft? Why do you think so?

Regulating the volume of one's voice is very important not only during meetings but in every other situation as well. You must know how to modulate your voice to make clear to other people what you want them to understand.

What is "pitch"? **Pitch** is very important when you are conversing with other people because it indicates your emotions and feelings regarding the situation you are in.

A person with a high-pitched voice, similar to a child's, may be emotionally unstable and excitable. Using a high-pitched voice should be avoided as much as possible because it can be irritating to the listener.



Do you remember the meeting between Mang Karding and the other officers of their barangay?

Who among the characters had a high-pitched voice? Why do you think so?

If you said Aling Tinay did, then you're right! Mang Siso even suggested that Aling Tinay lower the pitch of her voice.

Do you have a high-pitched voice? Do you know a person who speaks with a high-pitched voice? Why do you think he/she speaks this way?

Have you ever seen or listened to a product advertisement on television or radio? How effective was the product endorser?

Was the narrator speaking very fast or very slow? Was he/she able to convince you to buy the product he/she was endorsing? Did how he/she speak convince you to buy the product?

How fast or slow a person speaks is referred to as his/her **rate** of speaking. On the average, people are understood very well if they speak at the rate of 125 to 160 words per minute. If you, for example, notice that the person you are talking to is getting bored, speak rapidly so that he/she will not fall asleep.

Now let's think back about the dialog you read earlier.

Who among the characters spoke fast? Why do you think so?

In *Voicing Out*, two characters spoke very fast. They were Nestor and Tito.

If you speak fast, would people understand what you're saying? Why or why not?

It helps to know how fast you speak. When you are at home, you can speak as fast as you can and be clearly understood. But when you are in any big gathering, you should speak slowly. Varying your speaking rate will reflect the mood changes and put emphasis on certain points of your speech.

Do you remember Nestor in *Voicing Out*? When he gave his suggestion, Charito didn't understand what he said. He had to speak slower so that the people would understand what he was saying.

And what about Tito? What happened to him was similar to what happened to Nestor. Mariano had to remind him to speak more slowly so that the others could understand him.

When you are, for example, telling someone about a hold-up incident that just happened to you, you can talk fast to emphasize how terrified you were. After some time, you can speak more slowly in telling the people how tired you were and how sad you were about your loss.

How fast do you normally speak? Do you vary your rate of speaking for every situation? Why or why not?

You can try recording your voice using a tape recorder to determine whether you speak fast or slowly. You may also want to ask family members or friends to determine the answer to this question.

After determining your voice's normal volume, pitch and rate, you should now try to add a pleasing quality to your voice. Take a deep breath then relax so that your voice comes out naturally. Be friendly while you are talking. Imagine that you are talking to a close friend even if you are actually facing a big crowd. Be confident. Don't let the audience terrify you. Express your desire to impart what you know. Communicate what you have experienced. If you are relaxed, your voice will have a pleasing quality.



Let's Talk About This

Answer the following questions briefly then share your answers with your co-learners or your Instructional Manager.

1. Is it important to know how to speak effectively when one has to share or voice out his/her opinions or thoughts? Why/Why not?

2. What could possibly happen if someone doesn't speak effectively when he/she shares his/her thoughts/opinions on a certain subject/issue? Why?

3. Have you ever spoken in front of many people? What did you talk to them about?

4. How would you describe the way you spoke to them in terms of volume, pitch and rate? Was your voice effective? Why or why not?

5. What improvements should you make to be able to speak more effectively?

Compare your answers with those in the *Answer Key* on pages 50 and 51.



Let's Try This

Put to good use what you just learned by reading the following sentences aloud. Try to suit your voice to the mood of each of the situations (as indicated before every sentence) while reading. If you have a tape recorder, you can record your voice on a blank cassette tape to observe how you say the sentences later. You may even ask your Instructional Manager or Facilitator for a blank tape so you can record your voice. Remember to use the proper volume, pitch and rate for each situation. If you do not have a tape recorder, you may simply read the sentences aloud to your Instructional Manager or Facilitator or your co-learners.

1. *Happy and excited:* Yahoo! Did I hear you right, my love? Everybody, we're getting married soon! Yahoo!
2. *Angry:* What do you think I am? A fool? I saw you kissing that woman when I passed by your place yesterday!
3. *Standing in front of many people, intense, with firm belief:* If we unite and put our heads together to think of solutions to our problems, we will progress!
4. *Sad:* Myra, I don't know how to say this, but I want to tell you that our dear friend just passed away yesterday.
5. *While talking to a crowd, simple and honest statement:* My dear townmates, the governor has asked me to inform you that you must vacate your homes immediately because of the dangers Mount Pinatubo poses to us.

Listen to *Tape Segment # 2, Side A, Volume, Pitch and Rate* to hear whether you correctly expressed the various feelings under the different situations presented.

If you are not satisfied with how you sounded, then retape your voice. If you are satisfied with your recording, submit the tape to your Instructional Manager or Facilitator and let him/her listen to your recording for further feedback.

If you do not have a tape recorder and are simply reading the sentences aloud to your Instructional Manager or Facilitator or co-learners, ask for their comments or feedback. While reading the sentences aloud, you should be able to vary your voice's pitch, volume and rate to express different feelings that come with the different situations presented.



Let's See What You Have Learned

- A. Listen to *Tape Segment # 2, Side A, Volume, Pitch and Rate* again. List down the different emotions or feelings conveyed by Mariano and Teresita in the following situations.

Characters/Situations	Emotions and Feelings
Situations 1, Mariano	
Situations 2, Teresita	
Situations 3, Mariano	
Situations 4, Teresita	
Situations 5, Mariano	

- B. Match the items in Column A with those in Column B. Write only the letter of the correct answer in the blank before each number.

Column A	Column B
_____ 1. It refers to the ability to use your speaking voice effectively.	a. pitch
_____ 2. It refers to the loudness or softness of your voice.	b. quality
_____ 3. It refers to how fast or how slow you speak.	c. volume
_____ 4. It is an element of voice that shows how high or low your speaking voice is.	d. effective communication skills
_____ 5. It is the characteristic of voice that makes it pleasant or unpleasant.	e. rate

Compare your answers with those in the *Answer Key* on page 51.



Let's Remember

- ◆ **Effective communication** means you must have an effective speaking voice. Your voice must suit the different situations you are in, the topics you are discussing and the audience listening to you.
- ◆ There must be a balance among the elements of voice to be able to communicate effectively. These elements include:
 - **Volume**—the loudness or softness of your voice;
 - **Pitch**—the element of voice that shows how you feel;
 - **Rate**—how fast or how slow you speak; and
 - **Quality**—that characteristic which makes a person's voice pleasant or unpleasant.

Say It Right

Have you ever attended group meetings? Or have you ever been involved in resolving conflicts—either among family members or friends? How about arriving at conclusions? How do you usually classify different topics during these kinds of meetings? These meetings are quite serious, aren't they? Such meetings may also involve heated arguments or even fighting if you do not know what to say and how to say certain things in meetings like these.

After studying this lesson, you should be able to use polite utterances in group meetings, in resolving conflicts and in arriving at conclusions.



Let's Listen to This

Listen to *Tape Segment # 3, Side A, Say It!* If you don't have a cassette player with you, just read the story below.

Characters

<i>Captain Kario</i>	45-year-old barangay captain
<i>Ka Julio</i>	45-year-old barangay council member
<i>Dr. Manalo</i>	40-year-old barangay council adviser
<i>Atty. Solis</i>	50-year-old barangay council adviser
<i>Ka Poldo</i>	35-year-old barangay council member
<i>Ka Lando</i>	40-year-old barangay council member
<i>Aling Sepa</i>	40-year-old barangay council member
<i>Nardo</i>	30-year-old barangay council member



In a meeting at the barangay hall . . .

Captain Kario: Please take your seats. We want to introduce to you two new advisers of our council. This is Atty. Solis, who has recently retired from the Municipal Government Legal Division, and this is Dr. Rosa Manalo, who works at the local community

hospital. They are here to offer their services for free. Please give them a big hand.

Atty. Solis: Thank you very much for making us part of your group. It is our honor to serve the people of Kamuning.

Dr. Manalo: I also want to convey to you my thanks for accepting us in your group. You can be assured that I will do my best to perform my duties as an adviser, drawing on my knowledge and experience in the field of health and medicine.

Captain Kario: This meeting was called because of the following points on our agenda. First, we want to put a stop to the proposal regarding the color coding of garbage containers. Second, we want to . . .

Ka Julio: But I think it will do us good to . . .

Captain Kario: Ka Julio, please let me finish what I have to say . . .

Ka Julio: No, let me continue . . .

Ka Poldo: Ka Julio, let Captain Kario say what he has to say first.

Ka Julio: Why are you people picking on me?

Ka Poldo: Ka Julio, please sit down.
We are not picking on you.

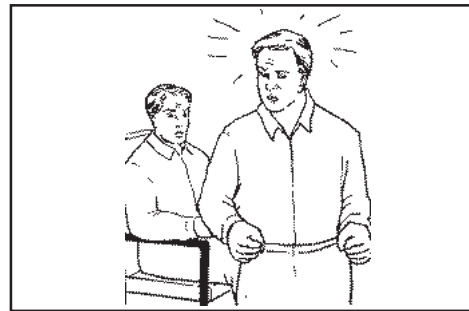
We called this meeting to resolve the issue, but we cannot continue if we let our emotions get the better of us.

Ka Julio: I only wanted to say my piece.

Ka Poldo: Then, please, wait for your turn to speak. We are here to listen to everybody's opinions.

Ka Julio: Okay, okay. I'm sorry. Captain Kario, please take the floor.

Captain Kario: It's okay. I know you meant well. As I was saying, we have to put a stop to the plan to color code our garbage containers because the barangay council has not yet spread the word about this scheme. Please consider my proposal. This scheme will not be successful anyway if we do not disseminate more information to as many people as we can. I hope you understand the situation we are facing. Remember the time when we pushed through with a program without even bothering to tell the residents about it?



After some time...

Captain Kario: We have some refreshments at the back of the room, courtesy of our good friend, Mrs. Baldivia, the owner of Benjie's *Turo-Turo*.

Mrs. Baldivia: Ladies and gentlemen, come on. Please partake of our humble *merienda*.

Group: Thank you, Mrs. Baldivia.



Charito: Captain Kario, excuse me, but I have to leave. My husband is sick and I promised him I would not be away for long.

Captain Kario: That's okay. I will make sure somebody briefs you on the results of today's meeting. Please give my regards to your husband. I hope he'll feel well soon.

Charito: Thank you, Captain.



Ka Lando: Dr. Manalo, Atty. Solis, I'm Lando, one of the barangay councilors. It's nice to have both of you here. We certainly would learn a lot from you.

Dr. Manalo: Lando, I'm sure that we will enjoy working with all of you.

Atty. Solis: I've always wanted to be a part of your group. All of you make us feel at home and at ease in our barangay.

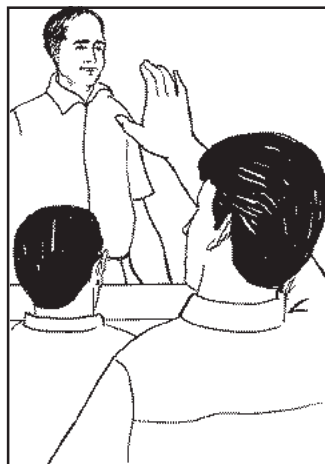
Ka Lando: And these are the other members of the council, Aling Sepa and Nardo.

Aling Sepa: Glad to meet you, Dr. Manalo, Atty. Solis.

Manalo, Solis: Same here.

Captain Kario: Ladies, gentlemen. You may take your refreshments to your seats so that we may finish early.

Ka Julio: May I have this chance to speak now, Cap?



Captain Kario: Go ahead, Ka Julio.

Ka Julio: Again, I would like to say I'm sorry for my behavior earlier. I thought we were going to push through with the project we had already planned but we're not. Anyway, I suggest that we conduct a seminar on proper waste management including how to color code our wastes. We can also invite speakers who are well versed in this subject.

Dr. Manalo: May I have the floor?

Group: Yes, please.

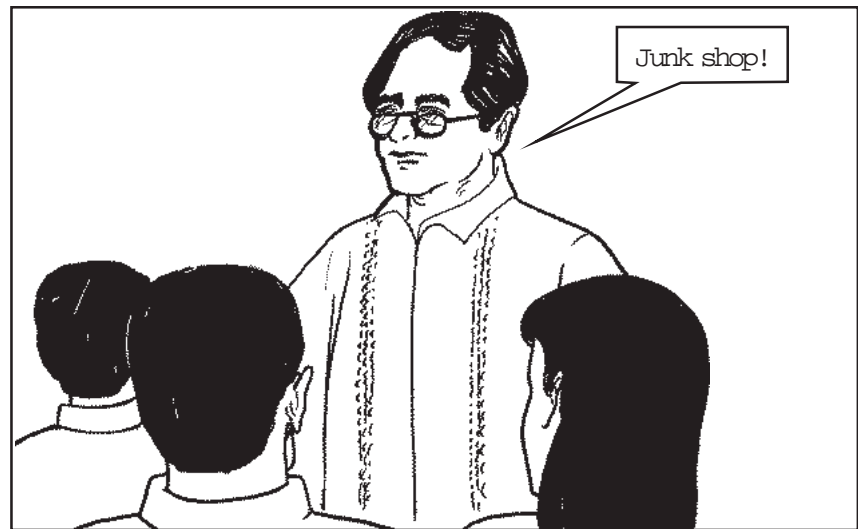
Dr. Manalo: There is a nongovernment organization led by a person I know. She and her team often conduct seminars on solid waste management. They teach composting on the household level.

They use pots or large plastic bags as containers for the compost.

Aling Sepa: Very good suggestion, Doc. I agree with that. I'm sure there are a lot of people who would like to see this garbage problem solved.

Dr. Manalo: I would like the consensus of the group, too. Are there any other ideas?

Atty. Solis: I saw a local junk shop nearby. I would like to propose that we encourage the residents of our barangay to patronize that shop. By now, I am sure we all know that there is cash in trash.



Ka Lando: I agree with Atty. Solis.

Captain Kario: So, now do we all agree to postpone the color coding of garbage until we have properly notified all the residents?

Group: Yes, yes.

Captain Kario: I would like to propose then that we make Dr. Manalo the committee chairman for the waste management project. Do you all agree?

Group: Yes, yes.

Captain Kario: Do we also agree that we will endorse the local junk shop as proposed by Atty. Solis?

Group: Yes.

Captain Kario: Lastly, do we all agree to proceed to my house for dinner?

Ka Julio: I disagree.

Group: Huh?

- Captain Kario:* But, why, Ka Julio? Is something the matter?
- Ka Julio:* No, I want us all to proceed to my house because today is my birthday. You are all invited.
- Captain Kario:* Very well then. Shall we all wish him a happy birthday?
- Group:* Happy birthday, Ka Julio!
- Ka Julio:* Thank you! Now, let's go. My wife is waiting for us!



Let's Try This

Answer the following questions briefly.

1. What would have happened if Ka Julio had not given way to Captain Kario?

2. What should Ka Julio do the next time he wants to say something?

3. What polite utterances were used during the meeting?

4. Think back to any group meeting you have attended in the past.
 - a. What polite utterances did the participants use when they wanted to say something?

 - b. How do you feel when such polite utterances are used, especially when they are addressed to you?

 - c. What happens if people are not polite during group meetings?

Compare your answers with those in the *Answer Key* on pages 51–52.



Let's Study and Analyze

Effective communication involves transmitting, sharing or passing on to other people what you have to say and making sure they not only hear but understand you as well. It also involves saying the right words to build better relationships and goodwill among people. You have to choose your words carefully so as not to offend them.

In some group meetings, not everyone knows everyone. Because of this, you have to introduce the newcomers first before proceeding with the meeting. During breaks, you should make the newcomers feel welcome so they will not feel left out. Read the situation below to see how Ka Lando did this during their meeting.

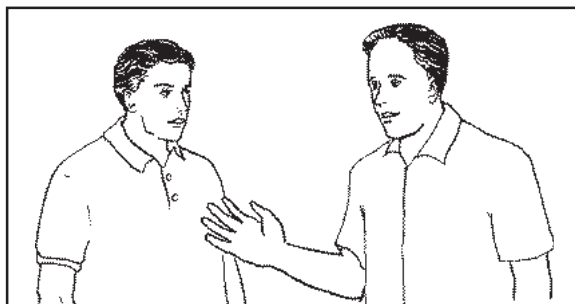
Ka Lando: Dr. Manalo, Atty. Solis, I'm Lando, one of the barangay councilors. It's nice to have both of you here. We certainly would learn a lot from you.

Dr. Manalo: Lando, I'm sure that we will enjoy working with you guys.

Atty. Solis: I've always wanted to be part of your group. All of you make us feel at home and at ease in our barangay.

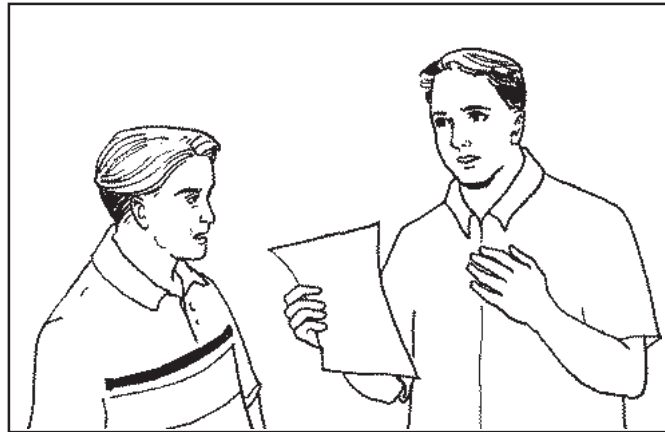
Here are some more examples of polite utterances during meetings:

1. Please, consider my proposal. (Or whatever you want them to do for you, like listen to you or pass a sheet of paper.)
2. May I have the chance to speak?
3. Excuse me but I have to go.



4. I propose that . . .
5. I suggest that . . .
6. I agree that . . .
7. I disagree because . . .
8. I beg your pardon . . .
9. I'm sorry . . .
10. Pardon me . . .

When saying these words, make your tone conversational and friendly. Put a smile into your voice as much as possible so that you will not sound unfriendly.



Let's Read

Using Effective Communication to Resolve Conflicts

When a conflict arises, there is usually tension between the parties arguing or disagreeing with each other. A **conflict** occurs when a person is faced with a bad or disagreeable situation. You or someone else may create such situation.



When Maria and Juana's disagreement over Maria's tree got out of control, their other neighbor, Isabel, had to act as a mediator or go-between. Isabel helped them settle their disagreement. What are some of the polite utterances that may be used in situations like this?

First, Isabel must be very careful in dealing with this situation knowing that there is a possibility for both Maria and Juana to become angry with her.

Underline the polite utterances used in the conflict resolution below.

In Isabel's house . . .

Isabel: I know Maria does not want to cut her tree down because when it bears fruits, her family benefits. Juana, on the other hand, wants it cut down because its dry leaves contribute to the pile of trash in her home. Maybe you can make a compromise so that the tree will not have to be cut down entirely.

Isabel: Please, Maria will talk first. Is that okay with you, Juana?

Juana: Yes, please go on.

Maria: I am sorry my tree makes a mess of Juana's yard but I cannot cut it down because my family loves that tree. It gives us shade and its fruits are very sweet. Why don't we just tie a net around it so that the leaves will not fall on Juana's yard.

Isabel: You can do that. But the dried leaves that will fall into the net will stink when they rot.

Juana: Yes and when you remove the net, some of the leaves will still fall on my yard.

Maria: So, what do you suggest?

Juana: I suggest that you have somebody from your family sweep our yard every day.

Maria: But there may be times when nobody will be available to sweep your yard.

Juana: Well, then, cut the tree!

Isabel: Please, Juana, calm down. We cannot resolve this if you get mad.

Juana: Okay, I'm sorry. It's just that we cannot seem to agree on what to do.

Isabel: Oh, there will be a solution, don't worry. We will figure this out together.

Maria: What if we give you ten percent of the harvest to make up for the mess our tree makes?

Isabel: That seems to be a nice proposition.

Juana: Can you raise it to 15 percent?

Maria: Ahhh . . . okay.

Isabel: Then is it a deal?

Maria & Juana: Yes!

Isabel: I'm glad this is over. We can put this problem behind us now.

Maria: I'm glad too.

Juana: Same here.



Let's Try This

Answer the following questions briefly.

1. Was Isabel an effective mediator in Maria and Juana's conflict? Why or why not?

2. Were Maria and Juana able to resolve their conflict? How?

3. What polite utterances were used in the situation?

4. Is it important to use polite utterances in mediating in conflicts? Why or why not?

Compare your answers with those in the *Answer Key* on page 52.



Let's Think About This

To ease a conflict, it would be nice if both parties could cool off first. This way, they can think more clearly about things first. Tell them in a nice way to wait for their turn to talk and to listen carefully to each other.

Make them find out what they both need. As soon as they know what they need, tell them to think of all the possible solutions to their problem.

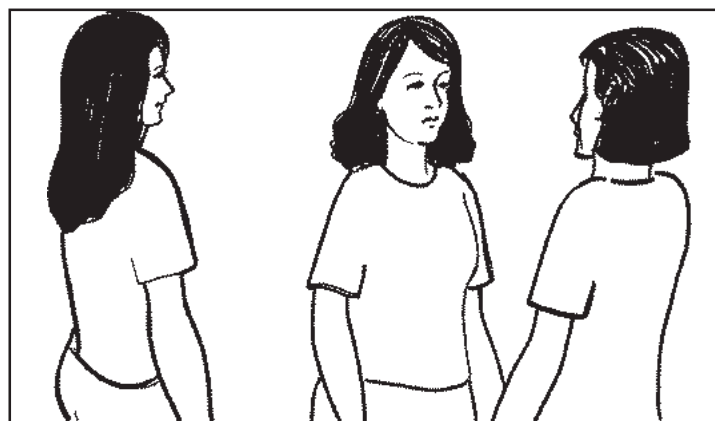
When all possible solutions have been given, ask them to choose which one they both agree to. When they have agreed, let them make a plan that they can follow. Through all this, advise them to avoid saying things that may offend each other.

Suggest that they use utterances in accordance with good manners. Be sure to do this tactfully so that neither of them is offended.



For example, before letting Maria air her side, she asked Juana's permission first. By doing this, she and Juana heard what Maria had to say clearly and understood her side. Afterward, Juana was given the same courtesy to air her side of the story.

Another important factor to consider when resolving conflicts is that the parties concerned should stick to the issues at hand. They should not stray to other topics that may cause more confusion and/or tension to the participants. Resolve one conflict at a time or, if there are several related issues, tackle one issue at a time.



Do you remember the time when Maria and Juana cannot seem to agree on each of their suggestions? Isabel came to the rescue and let them focus on the matter at hand.

You should always compliment a person who has contributed something useful to the discussion. You can say:

Aling Lina: That's a very good idea! How soon can we start planning for its realization?

Mr. Ida: I didn't think of that. It's good that you did.

If you have three friends who are arguing heatedly on where to eat dinner . . .

1. What will you tell them?

2. What can you say to compliment their suggestions?

Compare your answers with those in the *Answer Key* on page 53.

Using polite utterances in resolving conflicts is very effective for the following reasons:

- ◆ You make the parties think clearly: “Could you please listen to what he/she has to say?”
- ◆ You make the parties choose their best option in resolving their conflict: “I suggest that we try Rita’s suggestion if that’s okay with you, Joan?”
- ◆ You could refocus the discussion on the topic or issue at hand if the parties in conflict are going astray: “I think we should settle your concerns before moving on to another topic.”
- ◆ You could compliment the people who are involved in the conflict: “That was a nice suggestion. Which one do you prefer, Diwa?”



Let's Think About This

Arriving at Conclusions Through Effective Communication

What should you do to properly draw conclusions about an issue, like a jeepney or a tricycle driver being accused of overcharging his passengers?

You may compare your answer with what you will be learning below.

Have you ever had to draw conclusions from given arguments in order to settle an issue?

Arriving at the right conclusion is very hard to do. You must have all the facts first before you can decide what to do. You cannot just jump to conclusions based on what a person said. You should get the sides of all those concerned. For example, the officers of your local tricycle association received some complaints about a particular driver. The complainant said that this driver overcharges his passengers.

In response to the complaint, the officers of the association called for a meeting. They called on the complainant and the driver himself.

Read the conversation that followed:

Officer: We are here to act on the complaint filed against Mang Dado by Aling Consolacion. She said that Mang Dado has been overcharging his passengers. I want to get the statement of the complainant first. Aling Consolacion, please . . .

Consolacion: I rode Mang Dado's tricycle last Saturday from the side opposite Nepa Q-Mart up to Chicago Street. The normal fare I am charged is only ₱5.00. Mang Dado charged me double.

Officer: Mang Dado, is that correct?

Mang Dado: Yes.

Officer: Why did you charge that much?

Mang Dado: Because Aling Consolacion was the only passenger at that time. She was urging me to go ahead without waiting for another passenger to arrive. So, I charged her double the amount to pay for the empty seat as well.

Officer: Aling Consolacion, is that true?

Consolacion: Yes, I believe so.

Officer: Then, Mang Dado did not overcharge you. He only made you pay for the vacant seat. Mang Dado would have received that amount if he got another passenger.

Answer the following questions based on the dialog you just read.

1. How did the officer draw his conclusion about the complaint filed against Mang Dado?

2. How was the meeting used in order to draw a conclusion about the incident between Mang Dado and Aling Consolacion?

3. Was the meeting effective in settling the incident between Mang Dado and Aling Consolacion? Why or why not?

You may compare your answers with the one below.

The meeting was successful in clarifying the incident between Mang Dado and Aling Consolacion. Aling Consolacion learned that Mang Dado was just charging the normal fare for a special trip. In Aling Consolacion's case, she was the only passenger when she requested Mang Dado to take her to her destination. Because of this, Mang Dado charged her the rate he would have received if there was another passenger on board.

The officer didn't draw his conclusions about Mang Dado immediately. Instead, he called for a meeting with the concerned parties to let them explain their respective sides.

The meeting became a venue for enabling the concerned parties to talk about what happened. It was successful in clarifying matters between the two people concerned. It also made Aling Consolacion understand Mang Dado's reasons for doing what he did.

You should remember that when arriving at conclusions in a meeting or resolving conflicts, you should:

- ◆ choose your words carefully to suit your listeners; and
- ◆ stay focused on the subject being discussed.

What was the focus of the officer's questions regarding the incident between Mang Dado and Aling Consolacion?

The meeting between the officer, Mang Dado and Aling Consolacion was focused on the incident alone. The questions of the officer were all focused on the incident. For example, at the start of the meeting, the officer requested the concerned parties to air their respective sides of the story. This way, the officer understood what really happened. He got all the facts he needed to make a conclusion.

Do you think it is important to know the whole story about an incident or issue first before drawing your conclusions? Why or why not?

Let us go back to Mang Dado's story.

What did the officer do before drawing a conclusion?

In order to draw the right conclusion, you should get the whole story first. You may request the concerned parties to retell the events so you'll have a clear idea. This way, they are able to air their respective sides. For example, the officer requested Aling Consolacion and Mang Dado to tell their versions of the incident. The officer was fair to Mang Dado and Aling Consolacion because he didn't favor either of them. He was very objective about making the conclusion.

Knowing the whole story is very important in analyzing the facts involved in the incident. Like what happened to Mang Dado, Aling Consolacion learned that the fare she paid was just the normal fare anyone would be charged granting that person asks the driver to go on a special trip. She would have paid only ₱5.00 if she had waited for another passenger.

When drawing conclusions, you should always:

- ◆ Express gratitude whenever appropriate. This way, the participants would feel appreciated.

Example: Thank you for attending the meeting, Aling Consolacion and Mang Dado.

- ◆ Be fair to all the people concerned. Do not discriminate.

Example: In order to understand the whole story, may I request both of you to tell us what happened. Aling Consolacion, you may air your side first.

- ◆ Be positive always. It would help lighten the situation, especially if there is tension.

Example:

Officer: Don't worry. We can find a solution to your problem.

Consolacion: Thank you very much. You have helped me a lot. I'm sure everything will be okay now.

Officer: That's the way it should be.

As the founder of the Toastmasters International Organization, Mr. Ralph C. Smedley, once said: "Most of the conflicts and disagreements among men result from misunderstanding." That is why, we should always be polite to others. You should find good in everybody. If you're not sure if what you're saying is right, then don't say it.



Let's See What You Have Learned

Indicate whether each of the following statements is **Polite** or **Impolite**. Put a check mark (✓) in the appropriate box. Give a reason for your answer.

1. I don't want to hear anymore what Will has to say because I already know it. **Polite** **Impolite**

☐☐

2. I beg your pardon. **Polite** **Impolite**

☐☐

3. Please be guided accordingly. **Polite** **Impolite**

☐☐

4. Why don't you just keep your mouth shut? **Polite** **Impolite**

☐☐

5. I would like to take this opportunity to thank you for coming to this meeting. **Polite** **Impolite**

☐☐

6. It has been a pleasure meeting you all. **Polite** **Impolite**
☐ ☐

7. I want you all to agree with what I am going to say. **Polite** **Impolite**
☐ ☐

8. Your presentation was great! **Polite** **Impolite**
☐ ☐

9. May I be allowed to speak? **Polite** **Impolite**
☐ ☐

10. Your suggestion was a big help. Thank you. **Polite** **Impolite**
☐ ☐

Compare your answers with those in the *Answer Key* on page 53.



Let's Remember

- ◆ To draw the right conclusions, you should:
 - have all the facts before you can decide what to do. You should not jump to conclusions right after one of the participants tells his/her story. You should get the sides of all those concerned;
 - choose the words you will use that will suit your listeners and the situation;
 - stay focused on the subject at hand;
 - express thanks whenever appropriate. This way the participants will feel appreciated;
 - be fair to all those concerned—do not discriminate; and
 - be positive especially when there is already tension between the participants.
- ◆ Polite utterances are very useful and effective in conducting group meetings, in resolving conflicts and in arriving at conclusions because:
 - they help create a friendly and healthy atmosphere among the participants;
 - they prevent people from losing their temper and maintain their focus on a certain issue; and
 - they encourage people to speak with each other, see the situation clearly and find a fair conclusion in the end.

Well, this is almost the end of the module! Congratulations for reaching this far. Did you like the module so far? Did you learn anything useful from it? A summary of its main points is given below to help you remember them better.



Let's Sum Up

This module tells us that:

- ◆ Effective speech communication means having effective speaking skills.
- ◆ For people to clearly understand what you're saying, your voice must have the proper volume, pitch, rate and quality that suits your topic, the situation you are in and the kind of audience you have.
- ◆ Using polite utterances is very effective in conducting group meetings, resolving conflicts and drawing conclusions.



What Have You Learned?

A. Write the letter of the best answer to each of the following in the blank provided.

- _____ 1. If your voice is loud, people may think that . . .
- a. you are angry.
 - b. you are interested about the topic being discussed.
 - c. you are bored with the people around you.
 - d. you know many things about the topic being discussed.
- _____ 2. The pitch of your voice shows your . . .
- a. feelings about the topic.
 - b. knowledge of the topic being discussed.
 - c. ability to resolve a conflict.
 - d. skill in drawing conclusions.
- _____ 3. The rate at which you speak tells . . .
- a. how fast or how slow you speak.
 - b. how good you are with words.
 - c. how much you know about the topic being discussed.
 - d. how pleasant or unpleasant your voice is.
- _____ 4. Volume refers to . . .
- a. how fast or how slow you talk.
 - b. the loudness or softness of your voice.
 - c. how much you know about the topic being discussed.
 - d. your ability to resolve conflicts.
- _____ 5. Polite utterances help to . . .
- a. resolve conflicts.
 - b. worsen a problem.
 - c. make someone angry.
 - d. ruin a conversation.

B. Read the situations below and complete the sentences by writing the proper polite utterances to be said by the persons involved in the story.

1. Will was talking to Grace at a meeting about their presentation for the next day. Grace couldn't hear what Will was saying about their presentation. What should Grace say to Will?

_____, what did you say?

2. The youth organization met about the possible activities they can engage in for their summer program. Their leader wanted all the young people in the community to participate in whatever activities the organization may decide on. One of the members wanted her ideas to be heard by the youth leader, what should she say?

_____ that we have a vote in deciding what activities should be included in the program.

3. Two office mates recently argued about the sudden change in their friendship. Jack claimed that Karen suddenly became cold to him for no reason at all. What should Jack say to Karen?

Why have you been so cold to me lately? Did I do something wrong?
_____ tell me what it is?

4. Will just had an argument with Jack regarding their taxi fare. He claimed to have paid more than half of their fare. What should Will say to Jack?

_____ give me half of the amount we paid for the taxi fare. I'm running short on cash.

5. The barangay officers had a meeting regarding the fight between Mang Andres and Mang Jose. How should the barangay captain start the meeting? What should he say to the two parties?

I understand that you had a misunderstanding regarding the boundary of your fence. _____ know the details? Who would like to start first? Mang Andres,
_____ begin?

C. Underline the polite utterances in the dialog below.

Karen started a rumor that Grace asks other people to do her work for her. This rumor reached their supervisor and he called for a meeting. During the meeting . . .

Supervisor: I heard news that Karen has been telling some people that Grace asks her friends to do her work for her. Karen, is that true?

Karen: Yes, sir, that's true.

Supervisor: Why did you spread that rumor. Is there truth to it?

Karen: No, sir.

Supervisor: Then, why start such a rumor?

Karen: I felt angry with Grace because she is always complimented for her work.

Supervisor: How did you take the rumor, Grace?

Grace: I was deeply hurt by it. I know that I have been working hard and yet I became the subject of rumors. The rumors got so bad, in fact, that I wanted to resign from my job.

Supervisor: Do you understand now, Karen, how the rumors you spread deeply affected Grace?

Karen: I'm sorry, Grace. I didn't mean to hurt you. I was just envious of your accomplishments. Please forgive me.

Grace: You should be more careful about what you say about other people. What I'm doing here is not only for me but also for the company.

Karen: I know. I hope you can find it in your heart to forgive me for what I've done. Please . . .

Supervisor: Karen, do you know that because of what you did, I have to put you under probation?

Karen: Yes, sir. I'm really sorry. I'll never do it again.

Supervisor: Grace, I hope that you will set aside this incident and forget about it. The company is proud to have you here. You have been working very hard and you deserve all the compliments you get. I just hope you can forgive Karen in the future.

Grace: Sir, I can do that as long as she'll never do it again.

Karen: I promise I won't. Thank you.

Supervisor: So, everyone, the rumors are not true at all. I hope that instead of creating rumors, we can focus more on our work next time. Let us all do our share for the success of our company.

Compare your answers with those in the *Answer Key* on pages 53–54. If you got a perfect score, you may then study another module. If you didn't, review first the parts of the lesson you didn't understand very well before studying another one.



Answer Key

A. Let's See What You Already Know (pages 2–3)

- A. 1. (c). Effective speech communication skills means you must be able to properly use your speaking voice. This will enable your audience to clearly understand what you say.
2. (d). Volume refers to how loud or soft your voice is. Your voice should have the proper volume to be clearly heard and understood by your audience.
3. (a). Pitch indicates how you feel. A high pitch suggests nervousness and tension, while a low pitch indicates seriousness.
4. (b). Quality refers to how pleasant or unpleasant one's voice is. One's voice must have a pleasing quality so that his/her audience may be able to appreciate and clearly understand what he/she is saying.
5. (c). Rate is that characteristic of voice which refers to how fast or how slow you speak. You should speak at an appropriate pace to be clearly understood by your audience.
- B. 1. Please consider my suggestion for the upcoming town fiesta.
2. Pardon me, but I didn't hear what you said.
3. Excuse me, please let me finish what I am saying first.
4. I beg to disagree, but his suggestion is much better.
5. Thank you for attending this meeting.

B. Lesson 1

Let's Study and Analyze (pages 4–5)

The answers to this activity may vary. Below are sample answers.

1. Most of my family members talk in a moderate voice. I seldom hear them talk loudly or softly.
2. Most of my relatives speak the same way, they all speak moderately.
3. I speak the way I do because that's how all my family members and relatives speak. I sound like them because we project our voices in the same way.

4. Yes, each of the members of our family understands everyone else because we all know how to listen to what each has to say.

Let's Try This (pages 17–18)

The answers to this activity may vary. Below are sample answers.

1. Mang Karding has the loudest voice among all the characters in the story. He speaks so loudly that you would think he is always angry.
2. Diwata has the softest voice among all the characters in the story. Mang Karding even had to request her to speak louder because everyone else had difficulty hearing her.
3. Nestor spoke fast. In fact, Charito had a hard time trying to understand what he was saying. Mang Siso even had to remind Nestor to speak more slowly so that everyone can understand what he was saying.
4. Charito, on the other hand, spoke very slowly. In fact, Mang Siso had to tell her to speak a little faster so that she may also be well understood.
5. The way a person speaks affects his/her audience's ability to listen to and understand him/her. If he/she speaks too loud, he/she may appear angry and as a result, no one would then listen to him/her. If, on the other hand, she speaks too softly, too fast or too slowly, he/she would still be hard to understand.

Let's Talk About This (page 23)

The answers to this activity may vary. Below are sample answers.

1. Speaking effectively is important when sharing your opinions and thoughts because it enables you to be clearly understood by your listeners. Sharing one's opinions and thoughts means sharing oneself. Thus, it is important to make it clear what we want to say.
2. If you do not speak effectively when sharing your thoughts about a certain subject/issue, it could lead to misunderstanding or conflict. The people listening to you might misinterpret what you're saying.
3. Yes, I have. I did so during a barangay meeting. I gave suggestions on how to encourage the young people in our barangay to participate in the various barangay projects.
4. I spoke softly and slowly because I was very shy being in front of so many people. My voice pitch was quite high because I was also nervous then. Some of the people couldn't understand what I was saying. I had to repeat what I said many times.

5. I believe I should learn to speak louder and in the proper rate. I should control my nervousness so my voice isn't too high-pitched. I believe that through practice, I can improve the way I talk so I will be able to communicate my thoughts and opinions more effectively.

Let's See What You Have Learned (page 25)

- A.
 1. happy and excited
 2. angry
 3. intense and passionate
 4. sad
 5. simple and honest
- B.
 1. (d)
 2. (c)
 3. (e)
 4. (a)
 5. (b)

C. Lesson 2

Let's Try This (page 32)

The answers to this activity may vary. Below are sample answers.

1. If Ka Julio had not given way to Mang Kario, they might have fought over the matter. This could have resulted in an unhealthy argument or a conflict.
2. If Ka Julio wants to say something, he should:
 - a. ask the permission of the participants in the meeting if he could speak; or
 - b. say "please" or "excuse me."
3. The polite utterances used in the meeting include:
 - a. Thank you very much.
 - b. Please . . .
 - c. I'm sorry.
 - d. I know you meant well . . .

4. a. The polite utterances the people used include:
 - ◆ Please . . .
 - ◆ Thank you.
 - ◆ I beg your pardon . . .
 - ◆ Pardon me . . .
- b. I feel respected when people use polite utterances when talking to me. It encourages me further to share my thoughts and opinions during the meeting.
- c. Not using polite utterances can make the conversations unfriendly and may start an unhealthy argument or a misunderstanding between the concerned parties.

Let's Try This (page 36)

1. Yes, she was. She was able to make Maria and Juana focus on the issue at hand. She was also able to let Maria and Juana come up with the best solution to their problem by politely asking them the right questions.
2. Yes, Maria and Juana agreed to share the tree's fruits. This way, Juana's effort of sweeping the fallen leaves of the tree daily would be compensated by being, in a sense, part owner of the tree herself.
3. The polite utterances used in the conversation among the three women in the story include:
 - a. Please . . .
 - b. Is that okay with you . . .
 - c. Please go on . . .
 - d. I am sorry. . .
 - e. So what do you suggest . . .
 - f. I suggest that . . .
 - g. That seems to be a nice proposition.
4. Yes because using polite utterances in resolving conflicts helps direct the conversation in a calm manner. It also prevents the participants from uttering rude remarks which might lead to even worse misunderstandings.

Let's Think About This (pages 36–38)

The answers to this activity may vary. Below are sample answers.

1. I will tell them to calm down and just settle the matter at hand or that I know they meant well but nothing can be resolved if nobody wants to consider any suggestions other than his or her own.
2. To compliment their suggestions, I will thank them for their suggestions, that their suggestions were good and very sensible or that I will consider their suggestions.

Let's See What You Have Learned (pages 43–44)

1. **Impolite**—It doesn't give other people an opportunity to share their thoughts or opinions about the situation.
2. **Polite**—It requests a person to repeat what he/she just said.
3. **Polite**—It seeks to inform the person about what he/she should do.
4. **Impolite**—It degrades the person by not letting him/her say what he/she wants to say.
5. **Polite**—It compliments the person.
6. **Polite**—It compliments the person.
7. **Impolite**—It does not give other people an opportunity to agree or disagree with the issue at hand.
8. **Polite**—It compliments the person.
9. **Polite**—It asks the others' permission to say what you want to say.
10. **Polite**—It compliments another person for something he/she has done.

D. What Have You Learned? *(pages 46–48)*

- A.
 1. (a)
 2. (a)
 3. (a)
 4. (b)
 5. (a)
- B.
 1. I beg your pardon, what did you say?
 2. May I suggest that we have a vote in deciding what activities should be included in the program.

3. Why have you been so cold to me lately? Did I do something wrong?
Can you please tell me what it is?
4. Please give me half of the amount we paid for the taxi fare. I'm running short on cash.
5. I understand that you had a misunderstanding regarding the boundary of your fence. Could you please let me know the details? Who would like to start first? Mang Andres, would you like to begin?

C. *Karen:* I'm sorry, Grace. I didn't mean to hurt you. I was just envious of your accomplishments. Please forgive me.

Karen: I know. I hope you can find it in your heart to forgive me for what I've done. Please . . .

Karen: Yes, sir. I'm really sorry. I'll never do it again.

Karen: I promise I won't. Thank you.



References

DeVito, Joseph A. *The Interpersonal Communication Book*. 5th ed. New York, USA: Harper and Row, Publishers, 1989.

Flores, Carmelita S. and Evelyn B. Lopez. *Effective Speech Communication*. Revised ed. Quezon City, Philippines: Kalayaan Press Mktg. Ent., Inc., 1990.

Let's Talk!

Characters

<i>Narrator</i>	35-year-old woman
<i>Karding/ Captain Kario</i>	45-year-old barangay captain (speaks loudly)
<i>Person 1/ Teresita</i>	30-year-old female resident (speaks with just the right volume, rate and pitch)
<i>Nestor</i>	24-year-old male resident
<i>Person 2/ Mariano</i>	23-year-old Sangguniang Kabataan (SK) chairman (speaks with just the right volume, rate and pitch)
<i>Mang Siso</i>	62-year-old male resident
<i>Diwata</i>	21-year-old SK treasurer (speaks softly)
<i>Charito</i>	27-year-old female resident (speaks slowly)
<i>Ralph</i>	29-year-old kagawad (speaks loudly)
<i>Antonio</i>	35-year-old kagawad (speaks softly)
<i>Tito</i>	40-year-old male resident (speaks fast)
<i>Aling Tinay</i>	50-year-old female resident (speaks with a high-pitched voice)
<i>Ka Julio</i>	45-year-old barangay council member
<i>Dr. Manalo</i>	40-year-old barangay council adviser
<i>Atty. Solis</i>	50-year-old barangay council adviser
<i>Ka Poldo</i>	35-year-old barangay council member
<i>Ka Lando</i>	40-year-old barangay council member
<i>Aling Sepa</i>	40-year-old barangay council member
<i>Nardo</i>	30-year-old barangay council member

Title: Tape Segment # 1, Side A, Voicing Out

<i>Narrator:</i>	Effective speaking requires a speaker to change the loudness or softness of his or her voice, how fast or slow he or she talks and how high or low his or her voice is. Effective speakers know when to pause in-between dialogs too.
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Music

Sound effects: Crowd talking all at the same time

- Karding:* (speaking loudly) Good morning, ladies and gentlemen. Welcome to this meeting on proper waste management for our barangay. I called this meeting to ask your opinions on how to solve our growing waste disposal problems. Let's start by introducing ourselves. Ralph, Antonio, why don't you start?
- Ralph:* (speaking loudly) Okay, Mang Karding. I'm Ralph Cabatian, a kagawad. I have been involved in other barangay projects such as the anti-drug users and cleanliness campaigns. This is Antonio Quevedo, my colleague. Pare, it's your turn.
- Antonio:* (speaking softly) I'm Antonio Quevedo, also a kagawad. I'm in charge of the youth's physical fitness program at present.
- Mang Siso:* Can you speak a little louder? We can hardly hear you, Kagawad Antonio. I know there are only a few of us here, but your voice is so soft that we have difficulty hearing you.
- Antonio:* (speaking loudly this time) Okay, Mang Siso. I'm Antonio Quevedo, a kagawad. I'm tasked with the physical program for the youth at present. I also work with Kagawad Ralph in the waste disposal project.
- Mang Siso:* That's more like it, Kagawad! I guess I'm next. I'm Narciso Cariaso. You may call me Mang Siso. I am one of the senior residents who are very active in the barangay. Beside me is the SK chairman whom you all know.
- Mariano:* (speaking clearly) I'm Mariano San Lazaro. I am the SK chairman of this barangay. Whatever the outcome of our meeting today, I can disseminate it to the other members of the SK and get their opinions and suggestions. If all turns out well, we can implement our project next month. Beside me is Diwata, the SK treasurer.
- Diwata:* (speaking softly) Good morning.
- Karding:* (speaking loudly) Very well, Diwata. In order not to take so much of your time, I would like to introduce more young residents of our barangay. Please stand up and be recognized as I call your name, okay? Teresita, Nestor, Charito.
- Mang Siso:* Mang Karding, is it okay if you speak a little softer. Your voice startles us so. We can hear you loud and clear even without you shouting.

- Karding:* Thank you for reminding me, Mang Siso! Now, let's get down to business. Our agenda for today includes getting your suggestions on what to do with our garbage. As you can see, waste disposal is a big problem in the country. If our barangay can come up with a foolproof measure that will eliminate or reduce wastes through recycling or some other means, then the other barangays may follow our lead.
- First, we need to emphasize discipline. We must come up with measures to punish those who do not follow rules and regulations. But we must also give credit to those who consistently follow the rules. Diwata, are you raising your hand?
- Diwata:* (speaking softly) Yes, Mang Karding. At the moment, the most practical solution to our waste disposal problem is to segregate liquid from solid wastes.
- Karding:* I beg your pardon, Diwata, I can hardly hear you.
- Diwata:* (speaking loudly this time but not as loud for everyone to hear yet) I suggest garbage segregation, Mang Karding.
- Karding:* Louder, please, Diwata.
- Diwata:* Okay! I suggest we segregate our garbage. We can ask the residents to assign wet and dry garbage containers in their homes so they can segregate their wastes.
- Nestor:* (speaking really fast) That's a very good suggestion, Diwata. Afterward, we can get volunteer residents to recycle some things and make them useful again.
- Charito:* (speaking slowly) What did he say, Mang Siso?
- Mang Siso:* Whoa, slow down, Nestor. We're not going anywhere. You said...?
- Nestor:* (speaking slowly this time) Sorry, sorry. I said we can get volunteers to recycle the materials. We can even earn from what we thought of as wastes in the beginning.
- Karding:* Right! That way, we reduce wastes. We can also conduct a seminar on composting.
- Charito:* (speaking slowly) How about those residents who do not have lots big enough for composting?
- Mang Siso:* I don't mean to be rude, Charito. Maybe you could speak a little faster next time.
- Charito:* (speaking faster this time) Sure, Mang Siso. Next time.

Karding: (speaking loudly) Composting can be done, even if you only have pots at home. You don't need to have a big lot to do it. So, let me repeat your suggestions. First, we segregate the garbage into wet and dry. Second, the recyclable materials can be reused by volunteers to earn extra income. Third, we can engage in composting. I think these are very good suggestions.

Mang Siso: Hey! He's talking loudly again.

Teresita: Well, Mang Karding, you talked about the rules and regulations. What about the punishment and reward system?

Karding: Yes, Teresita, we will go into that.

Teresita: First, let's discuss the rewards. I suggest that we conduct a search for the cleanest and greenest street in the barangay. That street should have no garbage dumped anywhere. Its residents should also be able to grow plants using their compost. We can put garbage cans on every street corner and patronize our recycling center.

Karding: That's right, Teresita. I'm afraid we've run out of time. We will just continue our discussion next meeting with the whole barangay at the barangay hall. Any other suggestions regarding rewards? If there are none, then we will send letters to the other residents to inform them about this meeting.

Music

Sound effects: Music and scraping of chairs

Crowd: Noise

Person 1: The announcement said that there will be a discussion on the barangay's waste disposal problem.

Person 2: We can also suggest various solutions.

Karding: (speaking loudly) Ehem . . .

Person 2: What was that? Mang Karding's voice is very loud.

Karding: (speaking loudly) Good morning!

Mang Siso: Mang Karding, please lower your voice. Our ears are hurting.

Karding: (speaking softly this time) Sorry. How's this?

Mang Siso: That's better. Thank you.

Karding: Good afternoon, ladies and gentlemen. We are pleased to present to you our proposals for solving our garbage problem. The barangay council met last week to finalize this proposal.

Mang Siso: (in a subdued voice while Mang Karding continues his speech in the background) Remember, I commented about your speaking voice. Don't repeat your mistake like Mang Karding.

Nestor: (whispering) Thanks for reminding us, Mang Siso.

Diwata: (also whispering) I won't forget that, Mang Siso.

Charito: (also whispering) I remember, Mang Siso.

Karding: If you have any comments, please reserve them for the latter part of the meeting. We will have an open forum later.

Music

Mariano: We will have zone leaders to monitor each zone's cleanliness. They will be given an allowance to encourage them to do their jobs well. Now, the open forum. Any questions or comments from the audience?

Tito: Mariano, Mariano. I have a suggestion.

Mariano: Yes, Mang Tito?

Mang Tito: (speaking fast) I think the residents are not the only ones who should be monitored.

Mariano: Mang Tito, please slow down. Some of those at the back cannot understand what you're saying! You speak so fast!

Mang Tito: (speaking slowly this time) I have a tendency to do that, sorry. Thanks for reminding me. As I was saying, there is also a need to monitor the vendors in the market area. They tend to produce a lot of garbage there. We should maintain cleanliness in the market to get rid of pests like flies, cockroaches and rats.

Music

Mariano: Yes, Aling Tinay?

Aling Tinay: (speaking in a high-pitched voice) The two schools . . .

Sound effects: sound system feedback

Crowd: What was that?

Aling Tinay, your voice is very high pitched. Could you lower your pitch and stand a little farther from the microphone?

Aling Tinay: (speaking in a modulated voice this time) Oh, okay. The two schools can participate as well by teaching the pupils how to maintain cleanliness in their surroundings. They can also be taught how to make useful articles from recycled materials.

Karding: Very good suggestion, Aling Tinay. We're taking note of all your suggestions. We are going to implement our earlier proposal first. After a month, we will evaluate our progress. We will meet again to present our findings to all of you. Thank you very much for attending this meeting. We will report regularly to you so that you will know what is happening.

Music

Narrator: You may now go back to your module.

Title: Tape Segment # 2, Side A, Volume, Pitch and Rate

Narrator: Listen carefully to the volume, pitch, rate and tone of voice of each of the characters in the following dialog. Then compare your taped voice to theirs. If you are not satisfied with how you sounded, retape your voice until you get it right. Once you are satisfied with your recording, submit the tape to your Instructional Manager for some feedback. Are you ready to listen? Let's start then.

Situation 1

Music

Mariano: (happy and excited) Yahoo! Did I hear you right, my love? Everybody, we're getting married soon! Yahoo!

Music

Situation 2

Music

Teresita: (angry) What do you think I am? A fool? I saw you kissing that woman when I passed by your place yesterday!

Music

Situation 3

Music

Mariano: (intense, with firm belief) If we unite and put our heads together to think of solutions to our problems, we will progress!

Music

Situation 4

Music

Teresita: (sadly) Myra, I don't know how to say this, but I want to tell you that our dear friend just passed away yesterday.

Music

Situation 5

Music

Mariano: (simply and honestly) My dear town mates, the governor has asked me to inform you must vacate your homes immediately because of the dangers Mount Pinatubo poses to us.

Music

Narrator: How well did you do? Were you able to speak with the correct pitch, volume and rate just like the speakers on tape? If you were, very well! You can then submit your tape to your Instructional Manager. If you weren't, then retape your voice until you are satisfied with your recording.

You may go back to the module now.

Title: Tape Segment # 3, Side A, Say It!

Music

Captain Kario: Please take your seats. We want to introduce to you two new advisers of our council. This is Atty. Solis, who has recently retired from the Municipal Government Legal Division, and this is Dr. Rosa Manalo, who works at the local community hospital. They are here to offer their services for free. Please give them a big hand.

Atty. Solis: Thank you very much for making us part of your group. It is our honor to serve the people of Kamuning.

Dr. Manalo: I also want to convey to you my thanks for accepting us in your group. You can be assured that I will do my best to perform my duties as an adviser, drawing on my knowledge and experience in the field of health and medicine.

Captain Kario: This meeting was called because of the following points on our agenda. First, we want to put a stop to the proposal regarding the color coding of garbage containers. Second, we want to . . .

Ka Julio: But I think it will do us good to . . .

Captain Kario: Ka Julio, please let me finish what I have to say . . .

Ka Julio: No, let me continue . . .

Ka Poldo: Ka Julio, let Captain Kario say what he has to say first.

Ka Julio: Why are you people picking on me?

Ka Poldo: Ka Julio, please sit down. We are not picking on you. We called this meeting to resolve the issue, but we cannot continue if we let our emotions get the better of us.

Ka Julio: I only wanted to say my piece.

Ka Poldo: Then, please, wait for your turn to speak. We are here to listen to everybody's opinions.

Ka Julio: Okay, okay. I'm sorry. Captain Kario, please take the floor.

Captain Kario: It's okay. I know you meant well. As I was saying, we have to put a stop to the plan to color code our garbage containers because the barangay council has not yet spread the word about this scheme. Please consider my proposal. This scheme will not be successful anyway if we do not disseminate more information to as many people as we can. I hope you understand the situation we are facing. Remember the time when we pushed through with a program without even bothering to tell the residents about it?

Music

Captain Kario: We have some refreshments at the back of the room, courtesy of our good friend, Mrs. Baldivia, the owner of Benjie's Turo-Turo.

Mrs. Baldivia: Ladies and gentlemen, come on. Please partake of our humble merienda.

Group: Thank you, Mrs. Baldivia.

Charito: (speaking softly) Captain Kario, excuse me, but I have to leave. My husband is sick and I promised him I would not be away for long.

Captain Kario: That's okay. I will make sure somebody briefs you on the results of today's meeting. Please give my regards to your husband. I hope he'll feel well soon.

Charito: Thank you, Captain.

Ka Lando: Dr. Manalo, Atty. Solis, I'm Lando, one of the barangay councilors. It's nice to have both of you here. We certainly can learn a lot from you.

Dr. Manalo: Lando, I'm sure that we will enjoy working with all of you.

Atty. Solis: I've always wanted to be a part of your group. All of you make us feel at home and at ease in our barangay.

Ka Lando: And these are the other members of the council, Aling Sepa and Nardo.

Aling Sepa: Glad to meet you, Dr. Manalo, Atty. Solis.

Manalo, Solis: Same here.

Captain Kario: Ladies, gentlemen. You may take your refreshments to your seats so that we may finish early.

Ka Julio: May I have the chance to speak now, Cap?

Captain Kario: Go ahead, Ka Julio.

Ka Julio: Again, I would like to say I'm sorry for my behavior earlier. I thought we were not going to push through with the project we had already planned but we're not. Anyway, I suggest that we conduct a seminar on proper waste management including how to color code our wastes. We can also invite speakers who are well versed in this subject.

Dr. Manalo: May I have the floor?

Group: Yes, please.

Dr. Manalo: There is a nongovernment organization led by a person I know. She and her team often conduct seminars on solid waste management. They teach composting on the household level. They use pots or large plastic bags as containers for the compost.

Aling Sepa: Very good suggestion, Doc. I agree with that. I'm sure there are a lot of people who would like to see this grabage problem solved.

Dr. Manalo: I would like the consensus of the group too. Are there any other ideas?

Atty. Solis: I saw a local junk shop nearby. I would like to propose that we encourage the residents of our barangay to patronize that shop. By now, I am sure we all know that there is cash in trash.

Ka Lando: I agree with Atty. Solis.

Captain Kario: So, now do we all agree to postpone the color coding of garbage until we have properly notified all the residents?

Group: Yes, yes.

Captain Kario: I would like to propose then that we make Dr. Manalo the committee chairman for the waste management project. Do you all agree?

Group: Yes, yes.

Captain Kario: Do we also agree that we will endorse the local junk shop as proposed by Atty. Solis?

Group: Yes.

Captain Kario: Lastly, do we all agree to proceed to my house for dinner?

Ka Julio: I disagree.

Group: Huh?

Captain Kario: But, why, Ka Julio? Is something the matter?

Ka Julio: No, I want us all to proceed to my house because today is my birthday. You are all invited.

Captain Kario: Very well then. Shall we all wish him a happy birthday?

Group: (happily, all together) Happy birthday, Ka Julio!

Ka Julio: Thank you! Now, let's go. My wife is waiting for us!