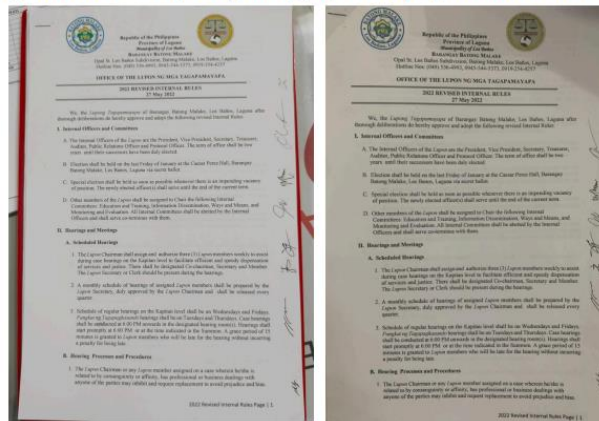


ANNEX G

Creativity and Resourcefulness of the Lupong Tagapamayapa

ANNEX G – 1

Batong Malake Lupong Tagapamayapa Internal Rules



Our Lupong Tagapamayapa Members adhere to the Internal Rules and Procedures that we crafted and implement in our barangay settlements and explain to parties that it is advantageous for disputes to be addressed at the barangay level, as this is the appropriate venue. We ensure that each party is given the chance to present their case and that respect is maintained throughout the dispute resolution process.

ANNEX G – 2

Divine Providence Technique



As we prepare to handle settlement proceedings, we turn to a higher power for guidance and support. We believe that seeking Divine Providence during this time is highly beneficial. Through prayer, we can approach these situations with a sense of peace, clarity, and impartiality, leading to more successful and satisfying resolutions for all kinds of dispute.

ANNEX G – 3

KP – IAN Relaxation Room



We have "KP- IAN Relaxation Room" (Katarungang Pambarangay-Innovative Anti-Negative Emotion Room). In this space, our clients, complainants, and respondents can unwind before proceeding with the mediation process. Inside the room, they can watch educational videos about the Katarungang Pambarangay process through AVP (Alternative to Violence Program) and browse through a selection of online movies on YouTube that can help alleviate their anger. Additionally, we provide complimentary snacks, relaxing tea, and coffee in this room for all our clients.

ANNEX G – 4

KP – IAN Fish Pond called "Pakainin Mo IAN!"



We also have "KP-IAN Relaxation Fish Pond" (Katarungang Pambarangay-Innovative Anti-Negative Relaxation Fish Pond) or "Pakainin mo IAN!" for short. This unique feature is designed as an Innovative Anti-Negative Emotion Relaxation Fish Pond, where the respondents and complainants can unwind, reflect and find peace amidst the tranquility of our fish pond. The calming sound of the water and the soothing sight of the fish swimming around can help alleviate negative emotions and promote relaxation.

ANNEX G – 5

KP – IAN Anger-release corner called "Suntukin mo IAN!"



We also offer our clients an innovative way to release negative emotions through our KP – IAN Anger-release corner called IAN-punch! (Innovative Anti-Negative emotion punch!) with the tagline "Isuntok mo IAN or Suntukin mo IAN!". Our IAN-punch corner features a punching bag that provides a healthy outlet for clients to release their anger and calm their emotions. This unique feature is designed to promote positive coping mechanisms and help clients manage their negative feelings in a constructive way.

ANNEX G – 6

Pre-mediation technique with Sectoral approach



To further strengthen our pre-mediation process, we implement a sectoral approach that leverages the expertise of our highly competent and diverse Lupon Tagapamayapa members. This approach involves identifying the specific sector or area of concern related to the dispute and matching it with a member who has relevant experience and knowledge in that field. For example, if the issue is related to environmental concerns in the community as mentioned earlier, our Lupon member who is a Geodetic Engineer who works in DENR as Chief Licenses, Patents, and Deeds Division will be assigned to lead the preliminary investigation and mediation process. This member's expertise in environmental regulation and enforcement will provide a deeper understanding of the issue and help facilitate a more effective resolution that takes into account the environmental impact of the dispute. By utilizing this sectoral approach in our preliminary mediation process, we can ensure that disputes are addressed holistically and that all relevant factors are considered. This approach also helps build trust and confidence in our Lupon Tagapamayapa members and their abilities to handle complex issues in their respective fields of expertise.

ANNEX G – 7

Aromatic Fragrance and Bible Verses



In our Lupon room, we create a tranquil and peaceful environment through the use of soothing aromatherapy. The calming scent of lavender and chamomile essential oils fills the air, helping to relax and calm our guests' minds. In addition, we display inspiring Bible verses on the walls, such as "Be still and know that I am God" (Psalm 46:10) and "Do not be anxious about anything, but in everything, by prayer and petition, with thanksgiving, present your requests to God" (Philippians 4:6). These verses offer comfort and hope to our guests during their healing journey.

ANNEX G – 8

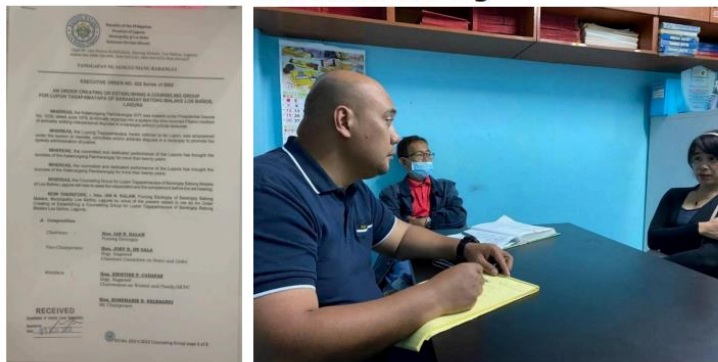
De-escalating the conflict by using Breakout Sessions



We use the technique of de-escalating the conflict by using breakout sessions and paraphrasing the statements of both parties in order to neutralize and resolve their issues. We accommodate their complaint and counter claims, and we explain to both parties of their rights and privileges, as well as their losses just in case each of them failed to comply with the agreed conciliation. We encourage parties to listen actively to each other's perspectives without interrupting or judging, which helps in reducing tension levels. We also use open-ended questions to clarify misunderstandings and encourage parties to explore potential solutions collaboratively. Additionally, we may suggest role-playing exercises to help parties better understand each other's perspectives and find common ground. By using these techniques, we aim to create a safe and conducive environment for parties to communicate effectively, resolve conflicts amicably, avoid further escalation, minimize losses, respect each other's rights, privileges, complaints, counter claims, as well as learn from the experience for future reference.

ANNEX G – 9

Free Counseling



The Lupon's exceptional listening skills have led to successful reconciliations in various cases including a recent land dispute between two neighboring communities where our team identified the underlying issues and facilitated a peaceful resolution through open communication and mutual understanding. In addition to our conciliation efforts, we offer free counseling services for our clients in serious and traumatic cases, such as those involving violence or abuse. Our counseling group for Lupon Tagapamayapa has been instrumental in helping individuals heal from emotional and psychological scars caused by these experiences while promoting a more peaceful and harmonious community. Our counseling services have also been beneficial in preventing conflicts from escalating as individuals learn to manage their emotions and communicate effectively. Overall, our commitment to exceptional listening, empathy, and analysis has allowed us to successfully resolve conflicts and promote peace in our community, with our counseling services providing a holistic approach to conflict resolution that addresses the emotional and psychological needs of our clients.

ANNEX G – 10

Kumpadre System



In addition to our exceptional listening skills, we also use our honored tradition and culture, including the roles of ninangs, kumpares, and blood-relations, to harmoniously settle conflicts. We recognize the importance of these traditional relationships in our community and incorporate them into our conflict resolution process. Alongside our careful evaluation and investigation of cases, we strive to maintain a deep respect for these cultural values, ensuring that they are taken into account during the reconciliation process. By doing so, we are able to provide a holistic approach to conflict resolution that considers both cultural traditions and legal principles, promoting a more harmonious community overall.

ANNEX G – 11

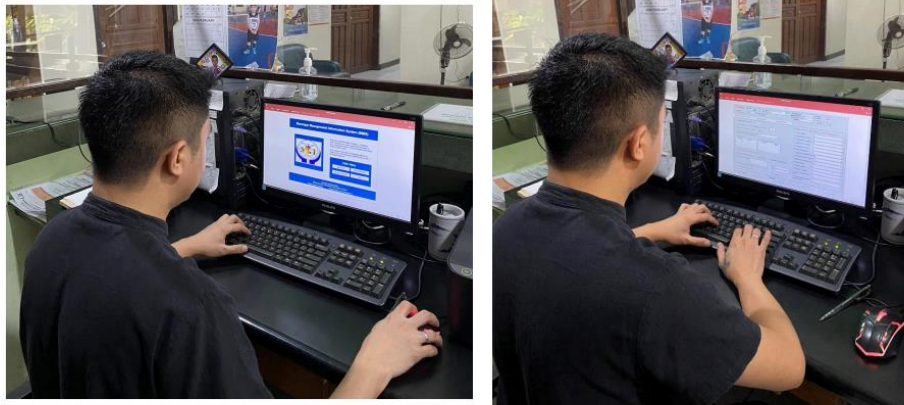
We use various venues



To create a conducive atmosphere and privacy that promotes settlement, we ensure that our venue is well-prepared prior to any mediation and conciliation proceedings commencing as we recognize that both parties must feel that it is a warm and safe place for settlements to take place. We understand that the location of the settlement can have a significant impact on the outcome of the proceedings and thus, we select various venues based on the parties involved in the dispute settlement process, ensuring that they are comfortable and at ease throughout the proceedings while maintaining privacy and confidentiality as required by law. By creating a conducive and private atmosphere, we facilitate a more productive and successful reconciliation process overall.

ANNEX G – 12

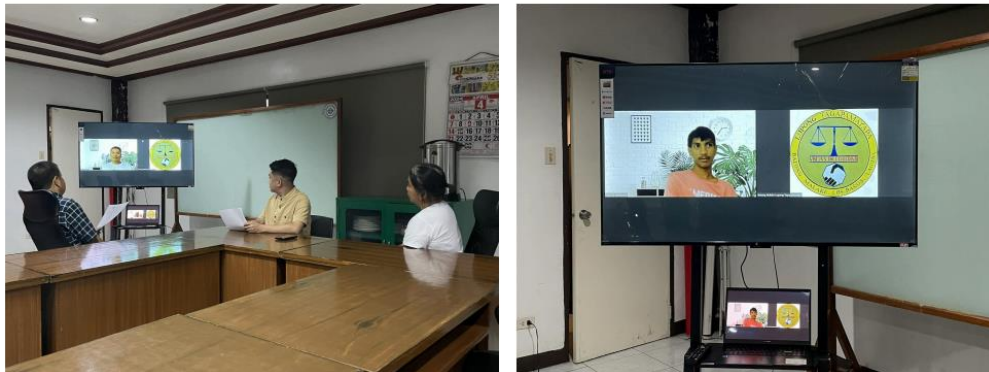
Checking of Profile using the Registry of Barangay Inhabitants



In order to be fully prepared and informed during our mediation / conciliation proceedings, we thoroughly review the profiles of our clients using the Registry of Barangay Inhabitants. This allows us to have a comprehensive understanding of our clients' backgrounds, identities, and any relevant information that may be pertinent to the dispute at hand. By utilizing this resource, we are better equipped to provide effective and efficient conflict resolution services, ultimately leading to a more successful and satisfactory resolution for all parties involved.

ANNEX G – 13

Hybrid Hearing



In some cases, especially during special lockdowns or when participants are unwell or are senior citizens unable to leave their homes, we also had our e-hearings as an alternative mode for dispute resolution. We made advantage of our technology via hybrid hearings of the cases so as not to hamper the service we provide to our constituents as peacemakers. This also enables our constituents and Lupon Members who have comorbidities to address the challenge. Amidst adversities, we can be at our best as public servants and true to our mandate. It also proved effective in a way especially for those who have the access and knowledge to avail of the means we have these days.

ANNEX G – 14

Feedback Form



We have implemented a feedback form as an innovative approach to assess the quality of our services and the conduct of the employees. This tool aims to gather valuable insights from our clients and constituents, focusing on the effectiveness of dispute resolution and the

manner in which employees treat them. Additionally, the feedback form includes a comment and suggestion section, allowing individuals to share their thoughts and ideas on how to further enhance the services provided. This initiative is designed to continuously improve our performance and ensure a positive experience for all parties involved. (See sample feedback form on the next page)

ANNEX G – 15

Google Calendar



We have innovatively incorporated Google Calendar into our system to efficiently manage our barangay hearings, meetings, and events. By syncing the calendar with the email accounts of Lupon members, everyone receives automatic reminders on their smartphones, computers, and other devices connected to the Google Calendar, ensuring timely coordination and attendance. This integration not only enhances our