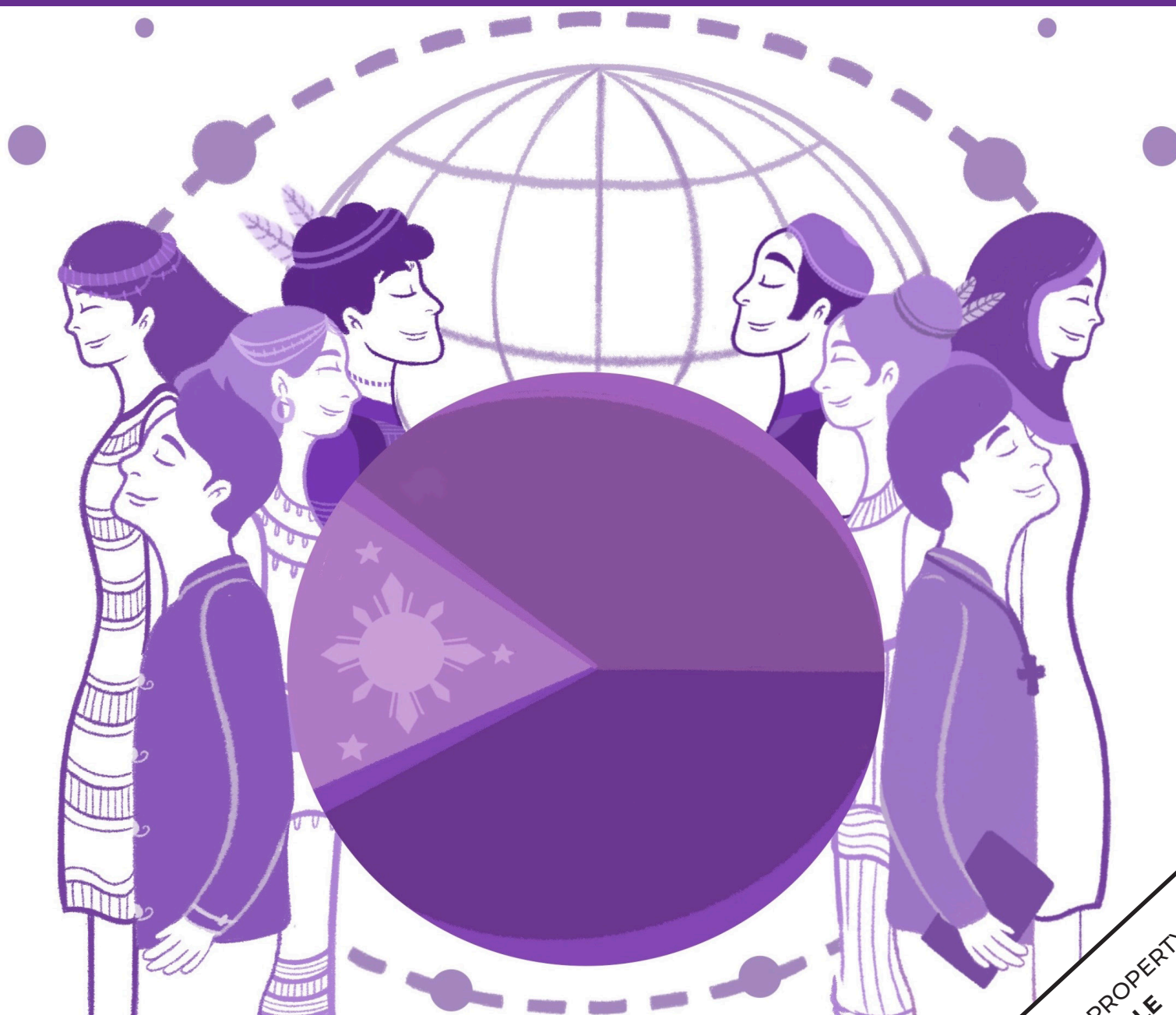


# LEARNING STRAND 5 UNDERSTANDING THE SELF AND THE SOCIETY

## MODULE 6: CONFLICT RESOLUTION

ALS Accreditation and Equivalency Program: Junior High School







## **CONFLICT RESOLUTION**

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**UNDERSTANDING THE SELF AND THE SOCIETY  
MODULE 6**

**ALS Accreditation and Equivalency Program: Junior High School**  
**Learning Strand 5: Understanding the Self and Society**  
**Module 6: Conflict Resolution**

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# User's Guide

## *For the ALS Learner:*

Welcome to this Module entitled Conflict Resolution under Learning Strand 5 Understanding the Self of the ALS K to 12 Basic Education (BEC).

This module was designed to provide you with fun and meaningful opportunities for guided and independent learning at your own pace and time. You will be enabled to process the contents of the learning resource while being an active learner.

This module has the following parts and corresponding icons:



### *Let's Get to Know*

This will give you an idea of the skills or competencies you are expected to learn in the module.



### *Pre-assessment*

This part includes an activity that aims to check what you already know about the lesson. If you get all the answers correct (100%), you may decide to skip this module.



### *Setting the Path*

This section provides a brief discussion of the lesson. This aims to help you discover and understand new concepts and skills.



### *Trying This Out*

This comprises activities for independent practice to solidify your understanding and skills of the topic. You may check the answers to the exercises using the Answer Key at the end of the module.



### *Understanding What You Did*

This includes questions that process what you learned from the lesson.



### *Sharpening Your Skills*

This section provides an activity that will help you transfer your new knowledge or skill in real-life situations or concerns.



### *Treading the Road to Mastery*

This is a task which aims to evaluate your level of mastery in achieving the given learning competency.



### *Don't Forget*

This part serves as a summary of the lessons in the module.



### *Explore More*

In this portion, another activity will be given to you to enrich your knowledge or skill of the lesson learned. This also tends retention of learned concepts.



### *Reach the Top*

This part will assess your level of mastery in achieving the learning competencies in each lesson in the module.

### *Answer Key*

This contains answers to all activities in the module.

### *Glossary*

This portion gives information about the meanings of the specialized words used in the module.

At the end of this module you will also find:

***References***

This is a list of all sources used in developing this module.

The following are some reminders in using this module:

1. Use the module with care. Do not put unnecessary mark/s on any part of the module.  
Use a separate sheet of paper in answering the exercises.
2. Don't forget to answer the Pre-assessment before moving on to the other activities included in the module.
3. Read the instruction carefully before doing each task.
4. Observe honesty and integrity in doing the tasks and checking your answers.
5. Finish the task at hand before proceeding to the next.
6. Return this module to your ALS Teacher/Instructional Manager/Learning Facilitator once you are through with it.

If you encounter any difficulty in answering the tasks in this module, do not hesitate to consult your ALS Teacher/Instructional Manager/Learning Facilitator. Always bear in mind that you are not alone.

We hope that through this material, you will experience meaningful learning and gain deep understanding of the relevant competencies. You can do it!

# CONTENTS

<b>Let's Get to Know</b>	1
<b>Pre-Assessment</b>	2
<b>LESSON 1: Managing Family Conflict</b>	3
Setting the Path	3
Trying This Out	4
Understanding What You Did	5
Sharpening Your Skills	8
Treading the Road to Mastery	12
<b>LESSON 2: Factors of Conflict</b>	13
Setting the Path	13
Trying This Out	14
Understanding What You did	15
Sharpening Your Skills	18
Treading the Road to Mastery	21
<b>LESSON 3: Developing Conflict Resolution Skills</b>	23
Setting the Path	23
Trying This Out	24
Understanding What You Did	25
Sharpening Your Skills	28
Treading the Road to Mastery	31



# CONTENTS

---

<b>Don't Forget</b>	32
<b>Explore More</b>	33
<b>Reach the Top</b>	34
<b>Answer Key</b>	38
<b>Glossary</b>	45
<b>References</b>	46

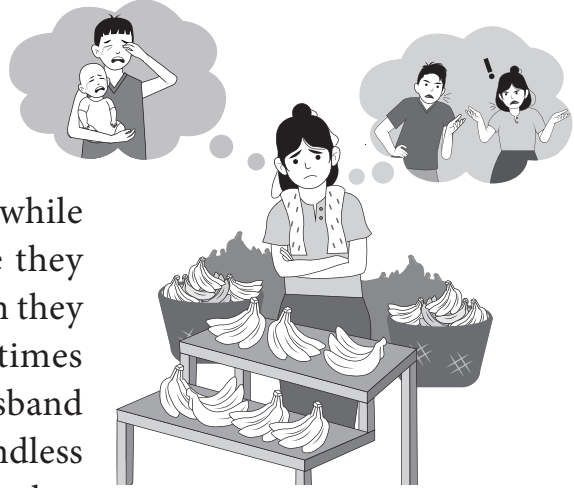




## MODULE 6

# LET'S GET TO KNOW

When her parents had separated, Gina left school at the age of 15 and decided to live with her boyfriend. They built a family with two kids. She is currently working as a street vendor while her husband has no stable job. Because they lack money, they experience days wherein they only eat rice and their children sometimes cry because of hunger. Gina and her husband usually fight over money. Despite their endless disagreements, Gina still wants to keep her family together. In this module, you and Gina will learn how to resolve conflicts, especially with people who are important to you.



**Lesson 1** – Managing Family Conflict

**Lesson 2** – Factors of Conflict

**Lesson 3** – Developing Conflict Resolution Skills

### What Will You Learn From This Module?

After studying this module, you should be able to:

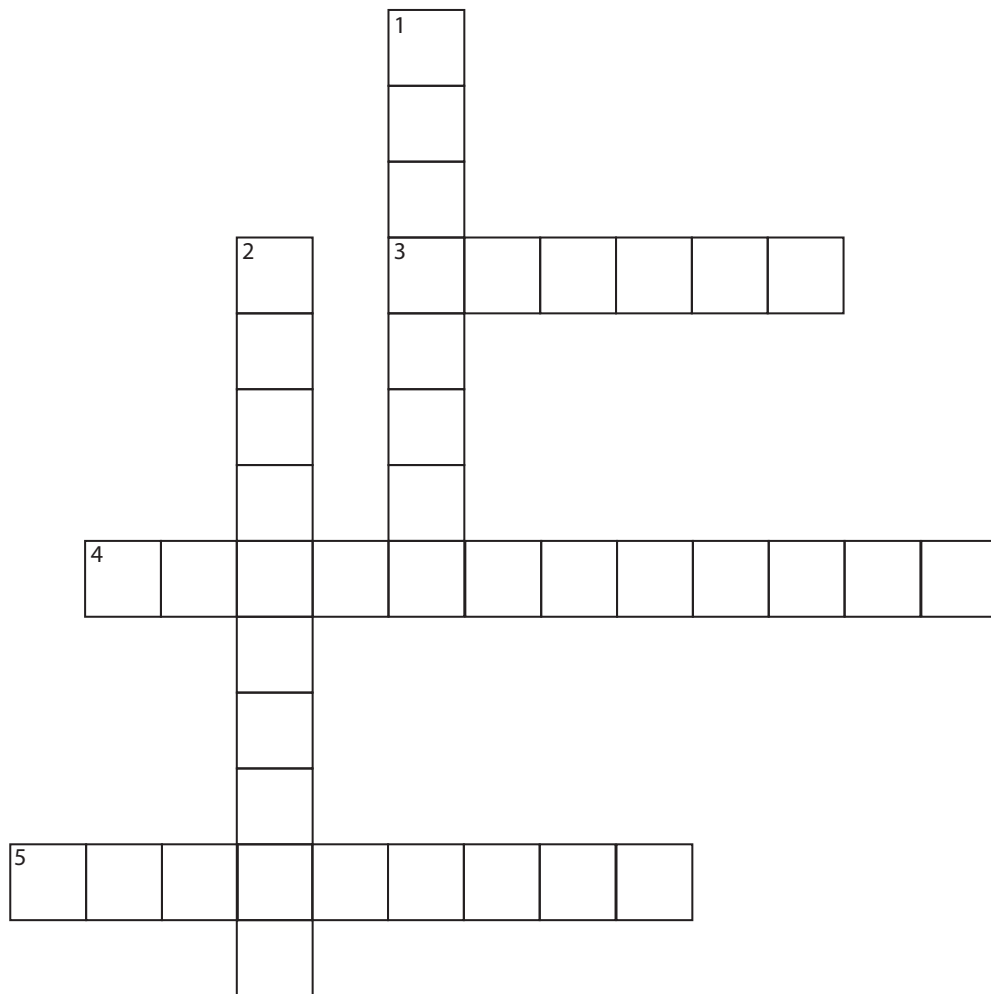
- analyze the reasons behind the misunderstanding between family members (LS5US-NM-PSI-JHS-5);
- note details in material viewed (LS1CS/EN-V-PSC-JHS-15);
- analyze the factors that bring about societal conflicts (LS5US-NM-PSI-JHS-8); and
- formulate appropriate solutions to address societal conflicts (LS5US-NMPSI-JHS-S-9).



## MODULE 6

# PRE-ASSESSMENT

**Directions:** Complete the crossword puzzle below. Do this activity on a separate sheet of paper.



### Across

3. Basic unit in society
4. Connection between two or more people
5. Formal talk to reach an argument

### Down

1. Serious disagreement
2. Expression of action or decision



## LESSON 1

# SETTING THE PATH

---

# MANAGING FAMILY CONFLICT

At the end of this lesson, you will be able to:



analyze the reasons behind the misunderstanding between family members (LS5US-NM-PSI-JHS-5); and



note details in material viewed (LS1CS/EN-V-PSC-JHS-15).

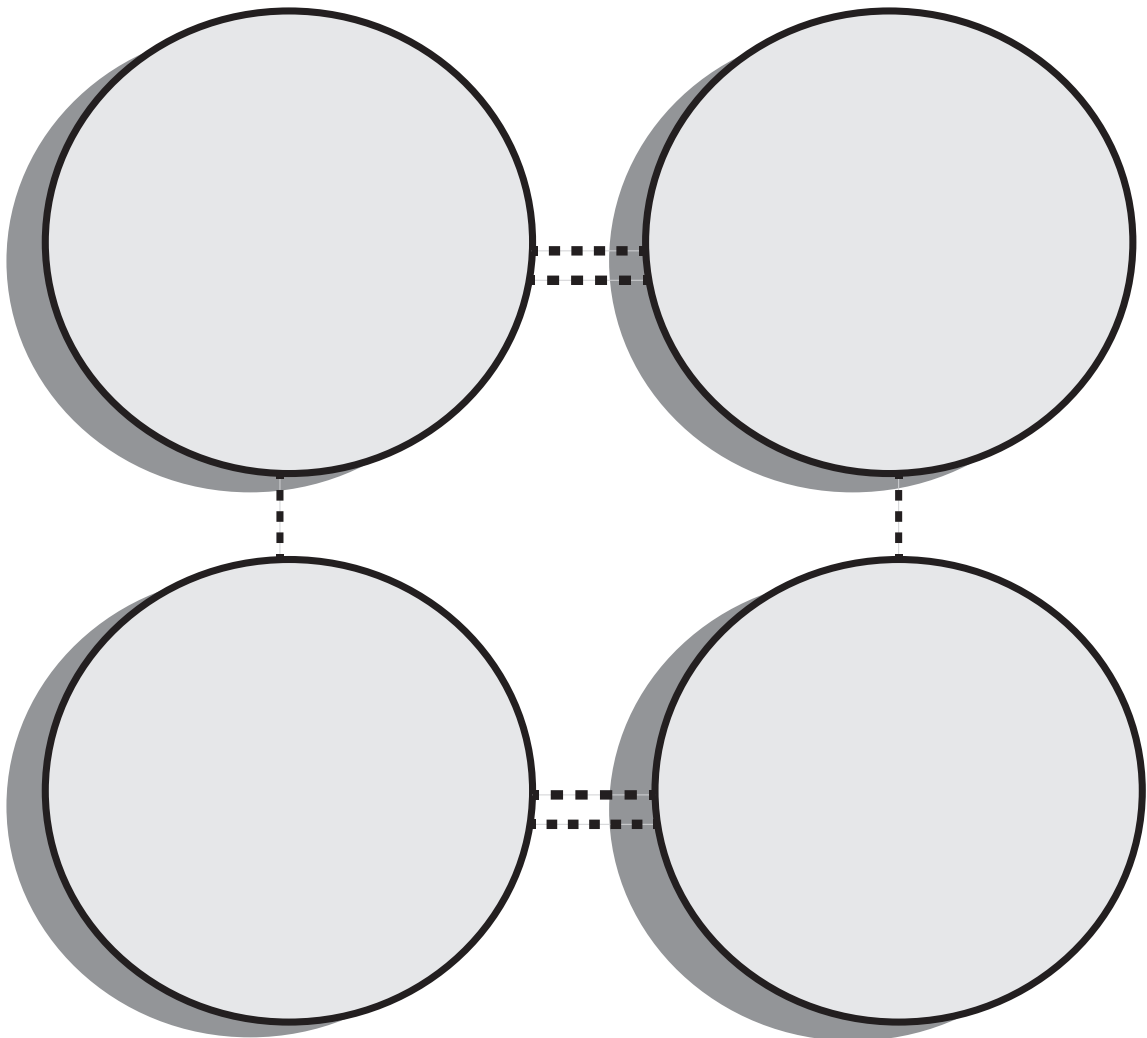


## LESSON 1

# TRYING THIS OUT

**Directions:** Accomplish the diagram below by completing the given statement.  
Do this activity on a separate sheet of paper.

**THE USUAL REASONS OF CONFLICT IN MY FAMILY ARE...**





## LESSON 1

# UNDERSTANDING WHAT YOU DID

## FAMILY DISAGREEMENTS

Family conflicts or fights can last for years. It can become more serious as time passes. A small family fight can intensify over time. It can create a deep divide between family members and even across generations. If the family misunderstandings or disagreements continue over time, then the foundation of the family may start to break down.

The following are the top causes of family conflicts<sup>1</sup>:

### MONEY



Lack of money can cause everyday stress as families work hard to satisfy their daily needs. If a family member is unemployed, that adds pain on the family's expenses. Other conflicts may arise when a family member lends some money to another family member and there is no plan for repayment. Some of the disagreements may happen when a parent dies and the children fight over their inheritance.



### ATTENTION

Lack of attention may come in different forms. Siblings compete for their parents' attention. Children may feel hurt when their parents are too busy or too stressed to even communicate with them.

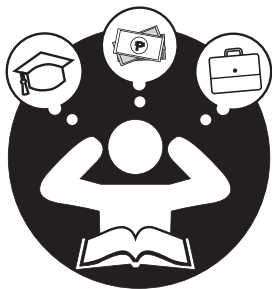
## LESSON 1

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### HIGH EXPECTATIONS

Parents may expect their children to grow up just like them and follow their career footsteps. A sibling may expect a birthday surprise from his or her brothers and sisters.



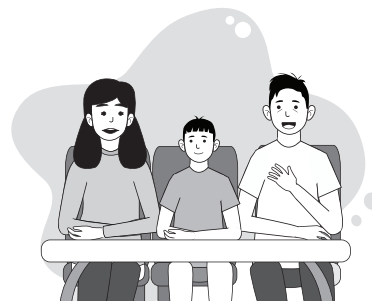
### COMMUNICATION

Behaviors such as showing disrespect, lacking gratitude, and spending too much time on gadgets can destroy a relationship over time.

All family disagreements could be resolved through the following:

### AGREE TO NEGOTIATE

Decide whether the issue is worth resolving or not. If so, then agree to sit around a table, discuss the issue, and plan to resolve it.



### CHECK YOUR MINDSET

Before you negotiate with your family members, make sure that you have a positive mindset first. This will give your family relationships a chance to be strengthened.



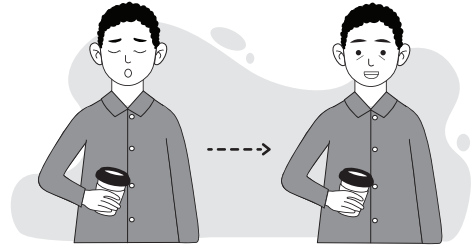


# LESSON 1

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## COOL DOWN FIRST

Don't come into a negotiation with your anger. This will just make you emotional and hot-headed. Take time to cool down so that you can bring to the table a more open mind and heart.



## OWN YOUR PART IN IT

There are always two sides to every story. A disagreement happens between two or more people. You must recognize your part in that conflict. Do not entirely blame someone for it.



## LISTEN

Listen to your family's point of view regarding an issue. You do not have to agree with everything they say. You can agree on some things but not the others.



## SEEK OUTSIDE SUPPORT

If you find it hard to resolve the issue on your own, it might be helpful to ask help from others. Mediators can help resolve your conflict. As neutral observers, they do not take sides. They can help you find new ways to fix the issue.



<sup>1</sup> Adapted from Leadership Education and Training by Army JROTC, by permission of Pearson Education.



## LESSON 1

# SHARPENING YOUR SKILLS

- I. **Individual Activity:** Analyze the given comic strips and answer the following questions. Do this activity on a separate sheet of paper.

A.



1. What particular family conflict is being presented in the comic strip?
2. In your opinion, how can this family conflict be resolved?

## LESSON 1

B.



1. What particular family conflict is being presented in the comic strip?
2. In your opinion, how can this family conflict be resolved?

## LESSON 1

---

**II. Group Activity:** You need to watch the video that your teacher will assign to your group and analyze it using the given template as your guide. Do this activity on a separate sheet of paper.

- **EB Lenten Special 2018: Hating Kapatid**  
(<https://youtu.be/A6pL1dVW2LQ>)
- **EB Lenten Special 2018: Hating Pamilya**  
(<https://youtu.be/Rg09HBOjqv4>)
- **EB Lenten Special 2018: Haligi ng Pangarap**  
(<https://youtu.be/xwZI2aD7nRg>)

### Title of the Video:

**Background Knowledge:** Before watching the video, what are the things that you already know about the topic?

**Main Points of the Video:** What are the key points and details you learned from the video?

**Vocabulary:** What are the new vocabulary terms you heard in the video?

**Questions You Have:** What questions do you have in mind after watching the video?

## LESSON 1

---

After analyzing the video, you need to prepare for an oral presentation. You may use visual aids as you do your reporting. Each group will be evaluated using the rubric below.

### Rubric for Group Presentation

Criteria	Exceeds Expectations (15 points)	Satisfactory (10 points)	Needs Improvement (5 points)	Score
<b>Content</b>	Shows a full understanding of the topic	Shows a good understanding of the topic	Shows a minimal understanding of parts of the topic	
<b>Delivery</b>	Holds attention of entire audience; speaks with very acceptable volume	Holds attention of some of the audience; speaks with acceptable volume	Holds no eye contact with audience; speaks in low volume	
<b>Enthusiasm</b>	Shows strong interest about the topic	Shows some interest about the topic	Shows less interest about the topic	
<b>TOTAL</b>				



## LESSON 1

# TREADING THE ROAD TO MASTERY

**Group Activity:** Read and analyze the reasons of misunderstanding between family members in the following given situations. Do this activity on a separate sheet of paper.

**Situation 1:** Eca and his brother Josh once owned a car bought by their mother. Less than a year before they can finally complete the payment, Eca received the news that the car was taken by the bank. It turned out her brother has been missing payments for 3 months without telling her and their mother. They just agreed that Josh will pay Eca for her contributions but months passed and she never received any amount. After a year, Josh got another car for his own family without paying Eca first which led to a confrontation.

Reason:

**Situation 2:** Ruth already has her own family but they were still staying with her parents and siblings. One day, her husband posted things against her siblings which made Ruth's brother, Danny, really angry. Instead of talking to her husband of his mistake, Ruth went to her brother and made a scene.

Reason:

**Situation 3:** Nick's parents believed that he will be the one to help his family and provide assistance to his younger siblings because their eldest sister already got a family to support. He has religiously and consistently been providing financial help to his family ever since he started working. When his parents found out that he was having a relationship with his workmate, his father did not approve of it and his eldest sister confronted him and her girlfriend to tell them to stay away from each other.

*Reason:*



## LESSON 2

# SETTING THE PATH

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# FACTORS OF CONFLICT

At the end of this lesson, you will be able to:



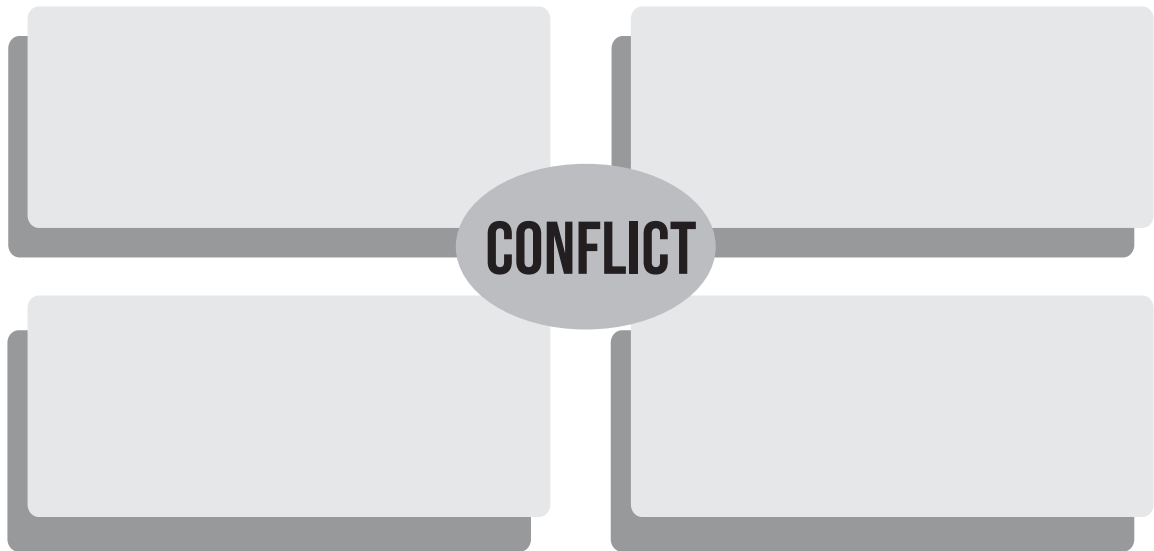
analyze the factors that bring about societal conflicts (LS5US-NM-PSI-JHS-8).



## LESSON 2

# TRYING THIS OUT

**Directions:** Complete the diagram below by providing synonyms with the word conflict. Do this activity on a separate sheet of paper.







## LESSON 2

# UNDERSTANDING WHAT YOU DID

## FACTORS OF CONFLICT

Conflict emerges from differences. It happens whenever people disagree over their perspectives, beliefs, values, interests, or experiences. It could be seen at home, at school, in the workplace, or anywhere. If not carefully controlled, conflict could possibly result to violence and could harm your personal relationships.



We always find ourselves in conflict with people whom we spend the most time with, namely parents, friends, and coworkers. We must always remember that our long-term relationships with them are more important than the results of short-term conflicts.



# CONFLICT AND WARNING SIGNS

To effectively manage conflicts at home with family members, at work with co-workers, in your community, with your friends, or in any association or group in our society where you belong, you must be able to identify the warning signs of a possible conflict situation.

## RELATIONSHIP

Conflicts that happen because of strong negative emotions, miscommunications, or repetitive negative behaviors.

*Example:* Harassment



## DATA

Conflicts that happen because people are misinformed or lack the information to make good decisions or because of fake news.

*Example:* You were late for your 7:00 a.m. meeting because you thought it would start at 10:00 a.m.



## INTEREST

Conflicts that happen when a person believes that in order to satisfy his or her needs, the needs of another person must be sacrificed.

*Example:* All members of the group got a 10-point deduction because one of the members submitted his assignment late.



## LESSON 2

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### **STRUCTURAL**

Conflicts that happen because of limited physical resources (including time), authority, geographic limitations, organizational changes, or other external forces

*Example:* Territorial dispute



### **VALUES**

Conflicts that happen when a person attempts to force his or her own personal beliefs or values on others

*Example:* Debate over same-sex marriage





## LESSON 2

# SHARPENING YOUR SKILLS

- I. Individual Activity:** Think of a conflict that you have encountered this week. Describe the conflict by answering the questions below. Do this activity on a separate sheet of paper.



1. What was the conflict about?	
2. Where did the conflict take place?	
3. Who were involved?	
4. What did you notice about the actions, words, or emotions of people involved in the conflict?	
5. How did they resolve the conflict?	

## LESSON 2

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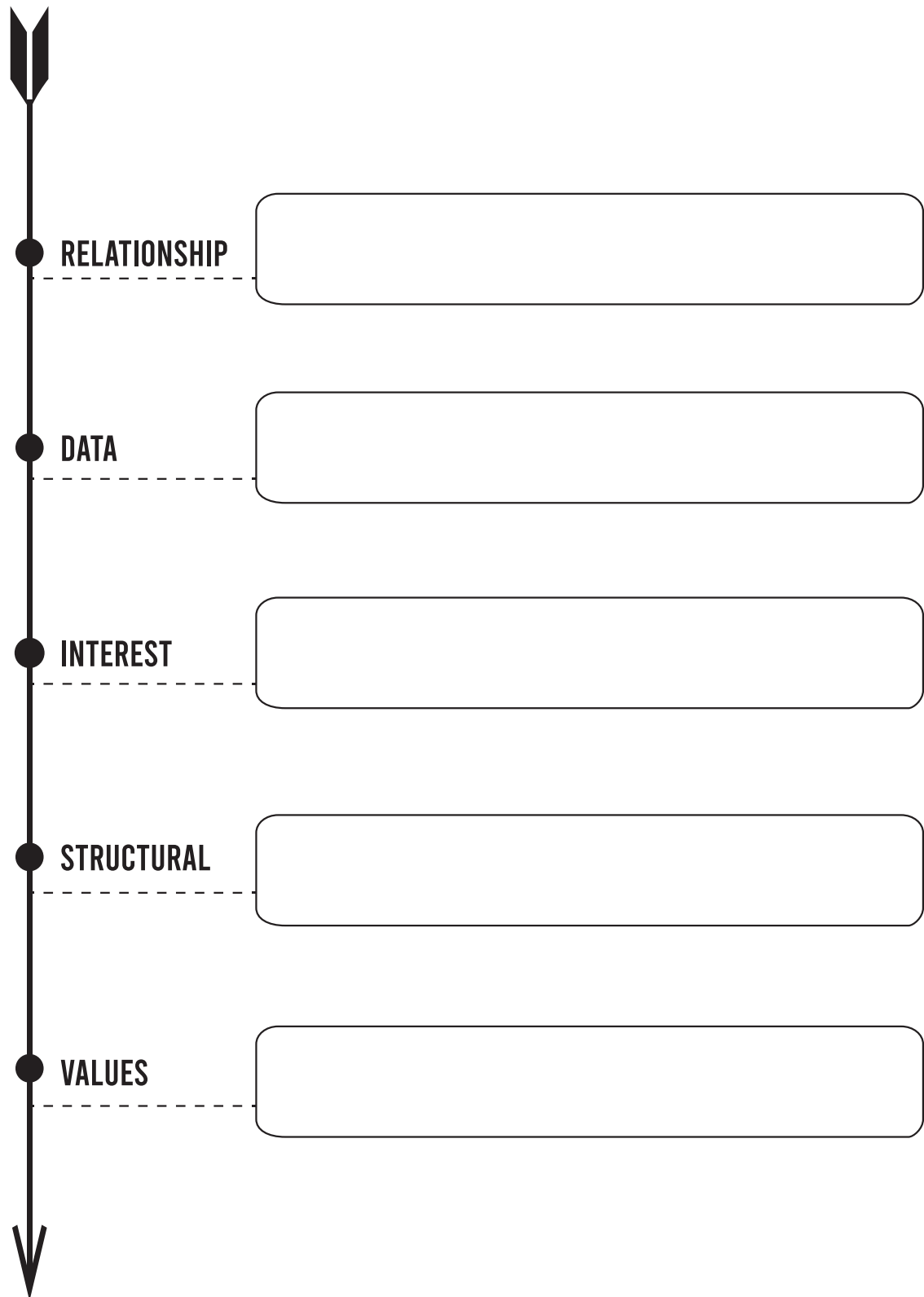
**II. Group Activity:** Through teamwork, complete the following diagram by providing an example for each category of conflict. Write your answers on a Manila paper. All members are required to present. Each team will be evaluated using the rubric below.

### Rubric for Group Presentation

Criteria	Exceeds Expectations (15 points)	Satisfactory (10 points)	Needs Improvement (5 points)	Score
<b>Content</b>	Shows a full understanding of the topic	Shows a good understanding of the topic	Shows a minimal understanding of parts of the topic	
<b>Delivery</b>	Holds attention of entire audience; speaks with very acceptable volume	Holds attention of some of the audience; speaks with acceptable volume	Holds no eye contact with audience; speaks in low volume	
<b>Enthusiasm</b>	Shows strong interest about the topic	Shows some interest about the topic	Shows less interest about the topic	
<b>TOTAL</b>				

## LESSON 2

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## LESSON 2

# TREADING THE ROAD TO MASTERY

**Directions:** Analyze the factors that led to the conflict in the following scenarios. Do this activity on a separate sheet of paper.



1. **Scene 1** - Conflict with a coworker: Patricia was absent for three days because of a family emergency. When she reported back to work, she noticed that some of her workmates were ignoring and avoiding her. During their break time, her close friend Janet told her that their officemate Rina told their boss that Patricia was pregnant.

## LESSON 2

---



2. **Scene 2** - Conflict in a community: Tessie was the one in charge of the distribution of food packs in their village. When she was done, one of her neighbors shouted at her and accused her of favoritism because Tessie skipped their house. Tessie explained herself saying that she only followed a list given to her and thought that the neighbor already received theirs.



3. **Scene 3** - Conflict between two groups: Nina's friends were staying overnight at her dorm because they needed to finish their research paper. It was already past 8 o'clock in the evening when another group of dormers started singing in the Rina told our boss that you're pregnant next room. They thought the other group would stop at around 10:00 PM but they continued singing until 11:30 PM. One of Nina's classmates went to the next room and asked if they could stop but the girls got offended.





## LESSON 3

# SETTING THE PATH

---

## DEVELOPING CONFLICT RESOLUTION SKILLS

At the end of this lesson, you will be able to:



formulate appropriate solutions to address societal conflicts (LS5US-NM-PSI-JHS-S-9).



## LESSON 3

# TRYING THIS OUT

**Directions:** Place a checkmark (✓) in the column to identify your answer.  
Do this activity on a separate sheet of paper.

### I GET INTO CONFLICTS MOSTLY WHEN SOMEONE...

	YES	NO
Criticizes me.		
Makes fun of me.		
Judges me.		
Talks about me behind my back.		
Says negative things to me.		
Makes rules I do not agree with.		
Tries to influence my decisions.		
Takes my things without my permission.		
Threatens me and others.		
Uses hurtful humor.		



## LESSON 3

# UNDERSTANDING WHAT YOU DID

## CONFLICT RESOLUTION

In relationships, misunderstandings may produce arguments, distance, or breakups. When you recognize the conflicts and become willing to examine them with compassionate understanding, it leads you to creative problem solving, team building, and improved relationships. When you resolve disagreements quickly and easily, the trust between you and the people around you will develop.

Successful conflict resolution depends on your ability to:

### REMAIN ALERT AND CALM.

Keeping yourself relaxed while trying to solve a conflict will allow you to have better communication with people around you.



### CONTROL YOUR EMOTIONS.

Showing people how angry or upset you are might only upset them as well, so it is better to act civil and focus on solving the problem.

### **RESPOND TO OTHER PEOPLE'S FEELINGS.**

You may have the ability to control your emotions, but the people around may have different ways of expressing themselves. If you find yourself on the receiving end of someone's anger or frustration, try to understand them and listen to them calmly. Getting angry at them will only worsen the situation.

### **RESPECT OTHERS.**

Avoid conflict by acknowledging the feelings and the opinions of people. It will make them feel better when they know that they are heard and they matter.

You can make sure that your way of resolving conflicts at home, at work, in your community, or any place in the world is positive by sticking to the following conflict resolution guidelines:



### **DON'T FOCUS ON WINNING.**

Letting your pride get the best of you might hurt your relationship in the future. Remember that this conflict is not everything, and insisting that you are right might hurt other people's feelings. Deal with the situation with maturity by respecting those who are against you, and admitting your faults if you have any.

## LESSON 3

---

### **DO NOT DWELL IN THE PAST.**

Fresh conflicts might bring up issues from the past that do not really need to be discussed. Hence, avoid talking about the past and focus on the issue on hand. Talk about past issues at a different time, when it is appropriate.

### **DO NOT MAKE EVERYTHING AN ISSUE.**

Choose your battles and don't make everything a competition. It is okay to lose and to give way sometimes. Not everything is worth all the stress, choose only what's important.

### **LEARN HOW TO FORGIVE.**

Holding on to grudges will only make things more complicated for you and for the people around you. If you see that the person has already learned their mistake and is trying to make amends, welcome the effort by letting them know that you appreciate what they are doing.



### **AGREE TO DISAGREE.**

Not everyone is willing to agree with your thoughts and opinion on some things, and sometimes, that's okay. You don't need to come to an agreement all the time. Just learn how to respect everyone's opinion.



## LESSON 3

# SHARPENING YOUR SKILLS

- I. Individual Activity:** Think of polite statements that you will use to deal with the following conflict scenarios. Do this activity on a separate sheet of paper.



1. You and your best friend are in a store and you witness him/her shoplifting. Outside the store, you mention it and your friend tells you to mind your own business. What would you tell him/her?
2. In class, your new math teacher goes over a new textbook very quickly. You are having a hard time in understanding the lessons being discussed by your teacher. When you ask a question, he/she seems impatient with you in front of the class. What would you tell him/her?
3. You sing in an all-boys choir at your high school with ten members and a choir director. The director likes to tell jokes about gay people. The group members don't seem to mind. Some even participate with jokes of their own. You are offended by their jokes. What would you tell them?

## LESSON 3

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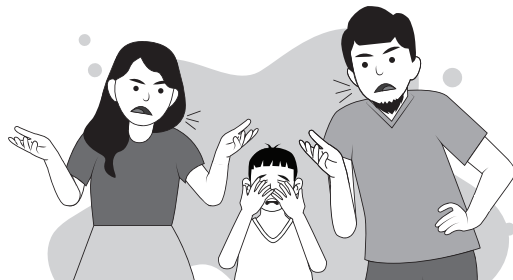
**II. Group Activity:** You need to analyze the picture that your teacher will assign to your group and answer the following questions. Do this activity on a separate sheet of paper.

1. What evidence of conflict do you see in this image?
2. What could be taking place in this picture?
3. How might this conflict grow negatively and how might the people involved be affected?
4. Have you ever experienced or witnessed a conflict which resembles the situation in this picture? Explain.
5. What suggestions would you have for peacefully resolving this conflict?

1.



2.



3.



4.



## LESSON 3

---

After analyzing the picture, you need to prepare for an oral presentation. You may use visual aids as you do your reporting. Each group will be evaluated using the rubric below.

### Rubric for Group Presentation

Criteria	Exceeds Expectations (15 points)	Satisfactory (10 points)	Needs Improvement (5 points)	Score
<b>Content</b>	Shows a full understanding of the topic	Shows a good understanding of the topic	Shows a minimal understanding of parts of the topic	
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<b>Enthusiasm</b>	Shows strong interest about the topic	Shows some interest about the topic	Shows less interest about the topic	
<b>TOTAL</b>				





## LESSON 3

# TREADING THE ROAD TO MASTERY

---

**Directions:** Formulate a positive and appropriate solution to address the following conflicts or issues. Do this activity on a separate sheet of paper.

1. **Scene 1:** Conflict with a coworker: Patricia was absent for three days because of a family emergency. When she reported back to work, she noticed that some of her workmates were ignoring and avoiding her. During their break time, her close friend Janet told her that their officemate Rina told their boss that Patricia was pregnant.

Solution:

2. **Situation 2:** A good friend of yours borrowed your homework during recess time. While you were checking during English class, you noticed that the paper you were assigned to check has exactly the same answers as yours. When you checked the name of the owner, you were surprised that it was the girl that your friend was courting. You had this feeling that your friend borrowed your homework and let the girl he was courting to copy all your answers.

Solution:

3. **Situation 3:** Your mother borrowed Aling Cely's big pans to cook for your birthday. Because she was so busy, she forgot to return them when she finished cooking. The next day, your youngest sister told you that she saw an insinuating post of Aling Cely pertaining to people who do not know how to return things they borrowed. Your mom felt annoyed because she thought it was for her.

Solution:



## MODULE 6

# DON'T FORGET



- Conflict happens whenever people disagree over their perspectives, beliefs, values, interests or experiences.
- Conflict could be seen at home, at school, on the job or anywhere.
- Conflicts are classified into five categories, namely relationship, data, interest, structural, and values.
- If family misunderstandings or disagreements continue over time, then the foundation of the family may start to break down.
- The top causes of family conflicts are the following: money, attention, high expectations, and communication.
- When a person recognizes the conflicts and becomes willing to examine these with compassionate understanding, it leads him/her to creative problem solving, team building, and improved relationships.





## MODULE 6

# EXPLORE MORE

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For additional activities related to the topics of this module, these resources may be helpful:

### **Understanding Conflict and Conflict Management**

(<http://fc.civil.tamu.edu/publications/brochures/conflict.pdf>)

### **Conflict Resolution**

(<https://www.maxwell.syr.edu/uploadedFiles/parcc/cmc/Conflict%20Resolution%20NK.pdf>)

### **The Big Book of Conflict Resolution Games**

(<https://s3.wp.wsu.edu/uploads/sites/2070/2016/08/The-big-book-of-Conflict-Resolution-Games.pdf>)

### **How Understanding Conflict Can Help Improve Our Lives**

(<https://youtu.be/fdDQSHyyUic>)



## MODULE 6

# REACH THE TOP

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**Directions:** Choose the letter of the correct answer. Do this activity on a separate sheet of paper..

1. Gerome has a problem. Two of his siblings, Joey and Bianca, have a misunderstanding of who's going to take charge of the small sari-sari store that their sick mother is planning to put up. Joey told Bianca that he has so many things to do and he cannot have additional responsibilities. Bianca, on the other hand, argues that everyone should be given tasks. Which of the following is the reason for the misunderstanding of the family members?
  - A. Money
  - B. Attention
  - C. High Expectations
  - D. Communication
  
2. Belinda silently cried after she talked to her elder sister who was disappointed when she informed her that she did not pass the teacher's board exam. Her elder sister and mother were expecting her to apply to a public elementary school as soon as the result of the exam is released so that she can support their younger sister in paying her college tuition as a Nursing student. Which of the following is the reason for the problem?
  - A. Communication
  - B. Attention
  - C. Money
  - D. High Expectations

3. One of Ephra's cousins, Grace, who works in the same company in Japan, has been spreading lies about her during a family event. She is telling other relatives that she was promoted in her job because the manager of their company is her mother's best friend. She even said that somebody in their company who is more senior than Ephra is more deserving to be promoted than her. What will you do if you were Ephra?
- A. I will confront her and sue her.
  - B. I will resign.
  - C. I will talk to Grace and listen to her explanation. After hearing her side, I will tell her the reason why I was promoted.
  - D. I will ask her to tell everybody in the office that she was only joking.
4. Ronel is frustrated because of his coworkers in the office who keeps messaging him as early as 5 in the morning. They send him urgent requests when he was sleeping, and he was annoyed by being bombarded with requests before he even sat down at his desk. He thinks that they don't like him and he doesn't know how to interact with them. What is the best thing to do if you were Ronel?
- A. Have a direct conversation with coworkers to ease any tensions, be early in reporting to the office, and go over these request in real-time rather than via message.
  - B. Go directly to your boss and file a complaint.
  - C. Continue doing your work and ignore them.
  - D. Join them at lunchtime and tell them they are insensitive.
5. Susille, who is only 3 years in service got a promotion that her best friend, Lorna, was also aspiring for a long time already. Now things become awkward between them. Susille wants to keep the friendship going, but they aren't even speaking to each other outside the office meetings. What category of conflict is shown?
- A. Structural
  - B. Data
  - C. Interest
  - D. Values

6. Spyros and Jonel are working very hard as waiters and feels that the others in the restaurant are slow in doing their work. Spyros decided to talk about the behavior of other employees to their manager with Jonel. This causes tension and conflict among the employees at the restaurant. What category of conflict is shown in this situation?
- A. Structural  
B. Data  
C. Interest  
D. Values
7. Jericho recently purchased a pair of Levis and the store clerk was very rude and unhelpful. He returned to the store indicating dissatisfaction concerning his service by the store clerk. He asks to speak to the manager, Gladys. Gladys loudly argues with him, and he has a heated argument in full view of all the waiting customers. What factor of conflict best describes his situation?
- A. Poor Communication  
B. Negative emotions and behavior  
C. Misinformation  
D. Poor staff selection
8. Jane and Susette are best friends. Jane left their town in the province of Biliran to work in Manila. Before Jane left, she requested Susette to look after Paul, Jane's boyfriend. Three years have passed, Susette and Paul have not received any news from Jane. Due to the terrible economic crisis that struck the country, Jane was among the many Filipinos who got laid off from their jobs. Jane decided to go back to Biliran, only to find out that her best friend had married the love of her life. What category of conflict is shown in this situation?
- A. Miscommunication  
B. Negative emotions and behavior  
C. Lack of information to make good decisions  
D. Values

9. There is a barangay ordinance about stray dogs that have been passed by the barangay council of Barangay Cabalquinto. The ordinance about stray dogs requires all the people living in the community to cage or harness their dogs in their respective houses. Mang Jopet, however, is unaware of the ordinance. He continues to let his 7 dogs go out of their house fence every morning to walk around the neighborhood. What factor of conflict best describes this situation?
- A. Miscommunication
  - B. Negative emotions and behavior
  - C. Lack of information to make good decisions
  - D. Values
10. Malaysia, China, and the Philippines are claiming ownership of the Spratly Islands. What category of conflict is shown in this situation?
- A. Interest
  - B. Structural
  - C. Relationship
  - D. Data

# ANSWER KEY

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## PRE-ASSESSMENT

PAGE 2

1. Conflict
2. Resolution
3. Family
4. Relationship
5. Negotiate

## LESSON 1: MANAGING FAMILY CONFLICT

### TRYING THIS OUT

PAGE 4

*Possible answers:*

1. Favoritism
2. Financial Concerns
3. Tasking of Household Chores
4. Quarreling

### SHARPENING YOUR SKILLS

PAGE 8

*Possible answers:*

A.

1. They are having communication problems because instead of doing a family game night together the members prefer to have fun alone using their gadgets.
2. Possible Answer: They should apply the Agree to Negotiate Approach so that as one family they could discuss their issue and address it in one sitting.

B.

1. The siblings are having conflict because they are competing for their parents' attention.
2. The siblings should listen to one another and listen to the explanations of their parents on how they can deal with each other in a healthy way.



## TREADING THE ROAD TO MASTERY

PAGE 12

**Situation 1:** Eca and his brother Josh once owned a car bought by their mother. Less than a year before they can finally complete the payment, Eca received the news that the car was taken by the bank. It turned out her brother has been missing payments for 3 months without telling her and their mother. They just agreed that Josh will pay Eca for her contributions but months passed and she never received any amount. After a year, Josh got another car for his own family without paying Eca first which led to a confrontation.

**Possible Answer:** Money and communication

**Situation 2:** Ruth already has her own family but they were still staying with her parents and siblings. One day, her husband posted things against her siblings which made Ruth's brother, Danny, really angry. Instead of talking to her husband about his mistake, Ruth went to her brother and made a scene.

**Possible Answer:** Communication and attention

**Situation 3:** Nick's parents believed that he will be the one to help his family and provide assistance to his younger siblings because their eldest sister already got a family to support. He has religiously been providing financial help to his family ever since he started working. When his parents found out that he was having a relationship with his workmate, his father did not like it and his eldest sister confronted him and her girlfriend to tell them to stay away from each other.

**Possible Answer:** High expectations and money

# ANSWER KEY

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## LESSON 2: FACTORS OF CONFLICT

### TRYING THIS OUT

PAGE 14

**Synonymous to the word conflict:**

Clash

Disagreement

Fight

Struggle

### SHARPENING YOUR SKILLS

PAGE 18

**1. What was the conflict about?**

*Possible Answer:* One (1) groupmate is uncooperative

**2. Where did the conflict take place?**

*Possible Answer:* Classroom

**3. Who were involved?**

*Possible Answer:* Me and Kim

**4. What did you notice about the actions, words, or emotions of people involved in the conflict?**

*Possible Answer:* We began by giving silent treatment to one another and then it worsened into exchanges of heated arguments

**5. How did you resolve the conflict?**

*Possible Answer:* We decided to do our work and remain civil to one another

## TREADING THE ROAD TO MASTERY

PAGE 21

**Scene 1:** Conflict with a coworker: Patricia was absent for three days because of a family emergency. When she reported back to work, she noticed that some of her workmates were ignoring and avoiding her. During their break time, her close friend Janet told her that their officemate Rina told their boss that Patricia was pregnant.

**Possible Answer:** Differences in experiences and interests

**Scene 2:** Conflict in a community: Tessie was the one in charge of the distribution of food packs in their village. When she was done, one of her neighbors shouted at her and accused her of favoritism because Tessie skipped their house. Tessie explained herself saying that she only followed a list given to her and thought that the neighbor already received theirs.

**Possible Answer:** Misinformation and miscommunication

**Scene 3:** Conflict between two groups: Nina's friends stayed overnight at her dorm because they needed to finish their research paper. It was already past 8 o'clock in the evening when another group of dormers started singing in the next room. They thought the other group would stop at around 10 PM but they continued singing at 11:30. One of Nina's classmates went to the next room and asked if they could stop but the girls got offended.

**Possible Answer:** Negative emotions and behavior

## LESSON 3: DEVELOPING CONFLICT RESOLUTION SKILLS

### SHARPENING YOUR SKILLS

PAGE 28

1. *Possible Answer:* This situation shows that I and my best friend truly have different judgments about shoplifting. I would still raise my point and make him / her realize that shoplifting is wrong because it's against the law but if he/ she still insists that is correct, then I would give him/ her time to think about it, before we discuss it again.
2. *Possible Answer:* Even though I can no longer understand our Math lessons I will remain calm and go over with my textbook reading. I will just talk to my teacher after the class for further clarification.
3. *Possible Answer:* Instead of directly saying to them that what they are saying is wrong I will still politely ask them how would they feel if someone makes fun of them as well? Is it still okay with them? I will not let them continue their wrongdoing, instead, I will educate them gradually.

### TREADING THE ROAD TO MASTERY

PAGE 31

**Situation 1:** Your brother works all day as a call center agent and has a part time job at night. While he was taking a call one evening, he found out that his wife and her ex-boyfriend were still communicating. This caused your brother to outrage.

*Possible Answer:* We need to confirm first if they are having an affair. The best thing we can do at that time is to allow his wife to explain herself and let them talk as a couple. As our brother's family, we will remind him to calm down first and to not be consumed by his anger because that might influence him to make unwise decisions.

# ANSWER KEY

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**Situation 2:** A good friend of yours borrowed your homework during recess time. While you were checking papers during English class, you noticed that the paper you were assigned to check had exactly the same answers as yours. When you checked the name of the owner, you were surprised that it was the girl that your friend was courting. You had this feeling that your friend borrowed your homework and let the girl he was courting to copy all your answers.

*Possible Answer:* I need to remind myself to keep my cool. The first thing that I will do is to ask the owner of the paper if she got the answer from someone since she is the person I am already talking to by that time. Next, I will ask my good friend what he did with my homework when he borrowed it. I will give him the chance to admit what he did and enlighten me with a good reason why he was able to do such a thing.

**Situation 3:** Your mother borrowed Aling Cely's big pans to cook for your birthday. Because she was so busy, she forgot to return them when she finished cooking. The next day, your youngest sister told you that she saw an insinuating post of Aling Cely pertaining to people who do not know how to return things they borrowed. Your mom felt annoyed because she thought it was for her.

*Possible Answer:* The best way to address the issue is to confront the right person directly. I will suggest to my mother to think of something she can give to Aling Cely so that she will have a reason to visit her. I will remind her to be patient and prudent in talking to Aling Cely and tell her honestly about how she felt about the post. We will also tell her that we are open to dialogue and that she is welcome if she wants to express something to us that makes her heart heavy.

# ANSWER KEY

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## REACH THE TOP

PAGE 34

1. D
2. D
3. C
4. A
5. C
6. D
7. B
8. C
9. C
10. B

# GLOSSARY

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Conflict	a serious disagreement or argument, typically a protracted one
Conflict resolution	the process by which two or more parties reach a peaceful resolution to a dispute
Interest	the state of wanting to know or learn about something or someone
Negotiate	to obtain or bring about by discussion
Nonverbal communication	refers to gestures, facial expressions, tone of voice, eye contact (or lack thereof), body language, posture, and other ways people can communicate without using language.
Relationship	the way in which two or more concepts, objects or people are connected, or the state of being connected
Values	one's beliefs about what things are important

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