

## Chapter 5

### Summary, Conclusion and Recommendation

#### Summary of the Study

This study presents the analysis of Conflict Management from a La Sallian perspective.

The subjects of the study consisted of 25 key-informants occupying top and middle level management positions in La Salle schools in the Philippines. Descriptive research utilizing the validated questionnaire and case studies were the main data gathering instruments.

Findings are summarized as follows:

1. Types of conflict that exist in La Salle schools are classified as **interpersonal conflict** like Faculty vs. Faculty; Student vs. Student; and the **intergroup conflict** like Faculty vs. Administration, Students vs. Administration, Faculty vs. Administration, Donor vs. Administration.
2. A La Sallian Conflict Management Model may be used to effectively resolve conflicts in the Philippine La Sallian settings as shown by the cases presented.
3. A La Sallian Conflict Management Model may prevent the occurrence or recurrence of conflicts in La Salle schools. However, conflicts cannot be totally eliminated. It can only be minimized by providing anticipatory mechanisms like a La Sallian Conflict Management Model to administrators.

A sample prescription would be: A seasoned administrator listens carefully to the problem brewing or presented. He makes a very objective diagnosis with an evaluation followed by sound advice to include the following options:

- 3.1 One on one dialogue
- 3.2 Group sharing
- 3.3 Hands-on workshop
- 3.4 Consultation with experienced persons
- 3.5 Update on reading materials
- 3.6 Experiential spot observation

Finally, he comes up with an accurate evaluation tool and timetable. He looks ahead and takes the necessary steps to prevent conflicts instead of remedying conflicts.

Based on the results of this study, conflict situations with high probability of occurring in La Salle schools are: Faculty vs. School Administration and Parents vs. School Administration. The other situations given by the respondents represent different types of cases that may come up in a school setting.

## Conclusion

Conflict is so inevitable in La Sallian schools that no administrator escapes this phenomenon. An administrator is always placed in a situation where management resources are either absent or lacking. Human predispositions, values, perceptions, and experiences abound in any group. As such, it is always a potential source of organizational conflict. Hence, administrators should provide anticipatory mechanisms to resolve or to manage conflict. A La Sallian Conflict Management Model may be used

as one of the models that could prevent the occurrence or recurrence of conflict in La Salle schools.

Instinctively, conflicts abound when there are no meeting of minds and hearts. On the other hand, conflicting views may be a cause for improvement on the part of the school administration. What school administrators should do is to aim to prevent unnecessary conflicts to proliferate to uncontrollable situations where the school's overall welfare shall be affected. A school administrator must be astute in anticipating problems, preventing the escalation of stressful situationers that would lessen the efficiency of school management. In a capsule, this is the ideal to be sought after by each school administrator:

1. While being in control of school management, learn to be visible at the right time and place.
2. Listen not only to what is being said but also to the sound of silence.
3. Project strong sincerity and with no bias towards any self-serving interest.
4. Make the other parties feel very comfortable in your presence and create an ambiance suitable to positive thinking.
5. Record everything said to remember what has to be attended to from these.
6. Take extreme care to be cautious in statements where promises made are to be fulfilled at a specified time.
7. Make the other party feel appreciated and encourage him to be an integral part of the school community.
8. Be flexible, allowing elbow room for adjustment to certain unavoidable realities and limitations.

9. Never embarrass the other party, especially in public; instead always be an animator.
10. Most important of all, be a person of deep prayer discerning God's will in any situation, and let the Lord be manifested in your total person. (*Please see Appendix "I" – Conflict Resolution*).

### **Recommendation**

The following are recommended:

1. That the findings of this study should be disseminated to the administration, faculty, staff, students, and parents so that they can serve as guidelines in handling conflicts in schools, at home, and in the community;
2. That La Salle schools should provide continuous seminars/workshops on conflict and conflict resolution to its faculty and students as well as parents to prevent conflicts and/or minimize conflicts in their respective institutions;
3. That the researcher prepare a series of workshops on different aspects of conflict resolution to school administrators of different levels.
4. That future studies be made to explore further the areas of conflict and conflict management since this study was conducted on a limited size of population;
5. That a La Sallian Model of Conflict Management (Diagram of Summary in Figure 2) may serve as a workable model to other La Salle schools in the Philippine setting.