



## **SCHOOL MANAGERS' VERBAL COMMUNICATION SKILLS AND CONFLICT RESOLUTION STRATEGIES: BASIS FOR DEVELOPING AN ACTION PLAN TO ENHANCE MANAGERS' SKILLS**

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### **ABSTRACT**

This study aimed to determine and analyze the manager's verbal communication skills and conflict resolution strategies of the manager's basis for developing an action plan to enhance the manager's expertise. It shows that one of the main gates of a management success is to convey people and to make the necessary decision to have a good conflict strategy resolution. There was a total of 40 respondents 20 from elementary and 20 from secondary used in the study. The study utilized a quantitative research design to describe the study in detail. To determine the level of school manager's verbal communication skills as perceived by elementary and secondary school teachers, frequency, percentage, and rank distribution was used. To determine the extent of conflict resolution strategies used by school managers, mean and standard deviation were used. To determine the significant difference in the manager's communication skills and the significant difference in the manager's conflict resolution strategies as perceived by the two groups of respondents, z-test was used. It found out that there is no significant difference between the two groups of respondents on the extent of conflict resolution strategies utilization in terms of problem-solving, compromising, and forcing. Based on the findings, the following conclusions were drawn. The level of manager's verbal communication skills rated by the two sets of respondents elementary and secondary rated the items differently. While on the extent of conflict resolution strategies of managers used by secondary respondents rated the items and verbally interpreted as often. The results will be a big help in developing an action plan to enhance the skills of the manager. Based on the analysis and interpretation of data gathered on the two groups of respondents from the Division of Rizal, there is no significant difference on the level of manager's verbal communication skills, and on the extent of conflict resolution strategies of managers, therefore, the hypothesis is retained.

*Keywords:* Communication Skills, School Managers, Quantitative Research, Action Plan, Philippines