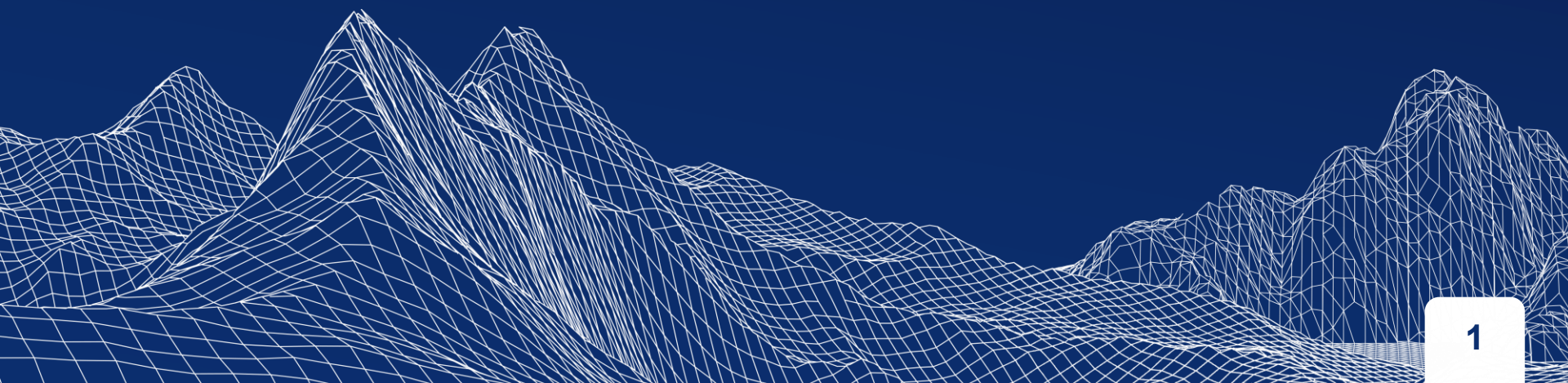
NATIONAL GEOGRAPHIC LEARNING

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STANDOUT 5

Team Project 7



Read the conversation.

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[Approx. 1 min]

1. Problem: My computer was running very slowly.

•**Solution:** I restarted it, which often helps. Then I checked what programs were starting automatically and disabled the ones I didn't need. I also ran a disk cleanup and made sure I had enough free storage space.

2. Problem: I forgot my password for an important online account.

•**Solution:** I clicked the "Forgot Password?" link on the login page. The service sent a reset link to my registered email address. I created a new, stronger password and wrote it down in a secure place.

3. Problem: My Wi-Fi connection kept dropping at home.

•**Solution:** First, I tried the classic fix: turning the router off and on again. When that only worked temporarily, I checked if the router was in a central location and not blocked by walls or furniture. I ended up changing the Wi-Fi channel in the router's settings, which finally solved the problem.

4. Problem: A software application on my laptop kept freezing or crashing.

•**Solution:** I closed the program completely through the Task Manager (or Activity Manager on Mac). Then I checked for any available updates for that software, as bugs are often fixed in new versions. Installing the update usually resolved it.

Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

1. **Problem:** My computer was running very slowly.
   - **Solution: …**
2. **Problem:** I forgot my password for an important online account.
   - **Solution: …**
3. **Problem:** My Wi-Fi connection kept dropping at home.
   - **Solution: …**
4. **Problem:** A software application on my laptop kept freezing or crashing.
   - **Solution: ….**

Select pairs to change the conversation with your prompts.

Read the conversation.

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[Approx. 1 min]

1. What needs to be organized?

My home office desk and the surrounding shelves.

2. Why? What is the problem?

The area has become very cluttered. The main problems are:

- I waste a lot of time looking for specific papers, chargers, or stationery.
- Important documents get mixed up with old mail and random items.
- The visual chaos is distracting and makes it difficult to focus on work.
- There is no clear system, so the mess quickly builds up again even after a quick tidy.

3. How would you plan to organize it?

I would plan a dedicated "organization session" and follow these steps:

Phase 1: Clear & Sort

Phase 2: Create Systems & Zones

Phase 3: Maintain

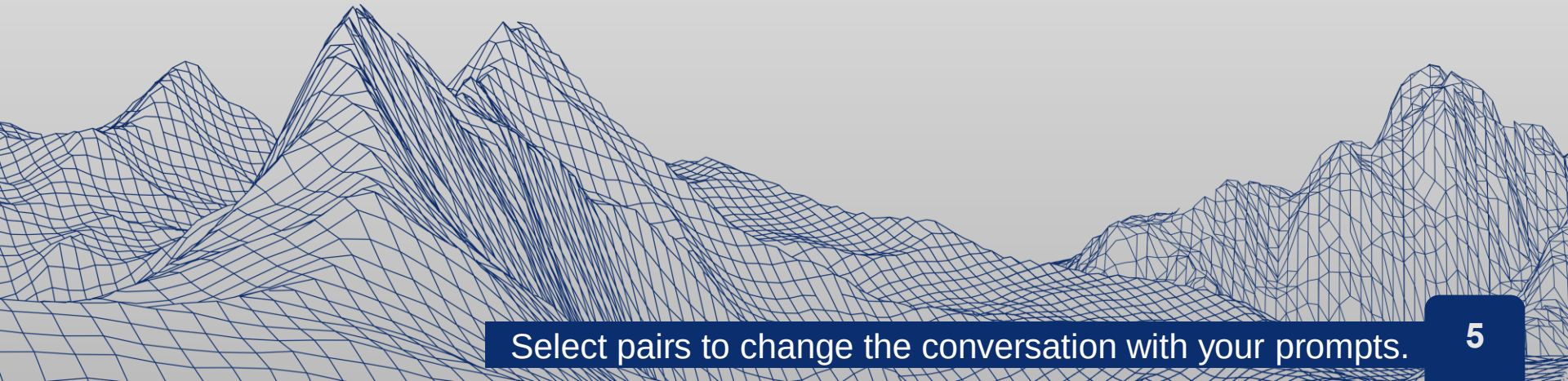
Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

1. What needs to be organized?
2. Why? What is the problem?
3. How would you plan to organize it?



Select pairs to change the conversation with your prompts.

Read the conversation.

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[Approx. 1 min]

1. What is *conflict resolution*?

It's fixing a disagreement by talking it out and finding a solution everyone can accept.

2. Where are some places that conflicts might occur?

At work, at home, with friends, online, or even in public.

3. Who are some people that you might have conflicts with?

Colleagues, family, friends, neighbors, or sometimes strangers.

4. How would you describe your personal conflict style?

I try to stay calm and listen first. I explain my view without blaming and look for a compromise.

Review the conversation and select pairs to read the conversation.

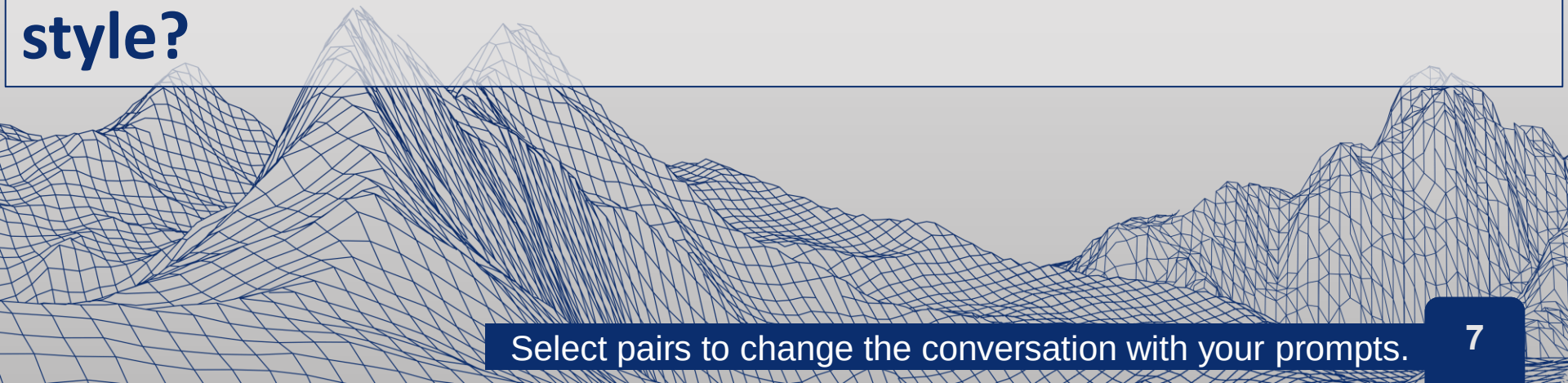
Practise the conversation.

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[Approx. 3 mins]

1. What is *conflict resolution*?
2. Where are some places that conflicts might occur?
3. Who are some people that you might have conflicts with?
4. How would you describe your personal conflict style?



Select pairs to change the conversation with your prompts.

Explain the scene to the students.

[Approx. 5 mins]

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Scenario: Community Workshop Planning Session

Three committee members are organizing a community workshop called "Solve It!". They need to design workshop content that addresses common modern life challenges: tech issues, home organization, and conflict resolution.

They need to:

1.Design a practical segment addressing a common technical problem and its troubleshooting steps.

2.Plan an organizational segment that addresses the psychological and practical aspects of clutter.

3.Develop a conflict resolution role-play activity with different interpersonal scenarios.

4.Create a cohesive workshop structure that connects these life skills together.

Roles:

•**Jordan**: The tech specialist who believes in practical, step-by-step solutions for common digital problems.

•**Casey**: The organizational consultant who focuses on systems, habits, and the mental clarity from organized spaces.

•**Morgan**: The communications expert who understands group dynamics and interpersonal conflict resolution strategies.

Sample Conversations

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[Approx. 5 mins]

Jordan:
Okay team, for our "Tech Troubleshooting" segment, I want participants to actually solve a real problem. Maybe we could use the classic "slow computer" scenario. They'd learn to check background processes, clear cache, and manage storage—skills that prevent frustration later.
Casey:
That's practical, but we need to connect it to mental space too. Cluttered computers create cluttered minds. My "Organized Space, Organized Mind" segment would show how physical organization systems reduce daily friction. We could even have them map out their own desk zones.
Morgan:
Excellent connections. Now, when tech fails and spaces are chaotic, conflicts often arise. My "Conflict Calmly" role-play would give them frameworks for de-escalation. Imagine a scenario where flatmates argue over Wi-Fi dropping during important calls—how do they communicate needs without blame?
Jordan:
So the workshop flows logically: Tech fixes → Physical organization → Communication skills. Each builds on the last. For the tech segment, I'd provide a flowchart: "Start with restart, then check updates, then deeper diagnostics..."
Casey:
And I'd emphasize that organization isn't about perfection, but about creating systems that work for you. Like the "Clear, Sort, Zone, Maintain" method. It's applicable to both computer files and physical desks.
Morgan:
Perfect. For conflict resolution, I'll teach "Listen, Validate, Propose." First understand the other's viewpoint, acknowledge their frustration, then suggest solutions. We could role-play a workplace disagreement over shared space organization.
Jordan:
We should include a troubleshooting guide participants can take home—maybe a booklet with common Wi-Fi issues, password management tips, and app crash solutions.
Casey:
And a quick-start organization blueprint for different spaces: home office, kitchen, digital files. The psychological payoff is huge—reduced decision fatigue.
Morgan:
Finally, we'll have them practice a complete scenario: tech problem causes missed deadline, leads to clutter overwhelm, sparks conflict—and they use all three skills to resolve it holistically.

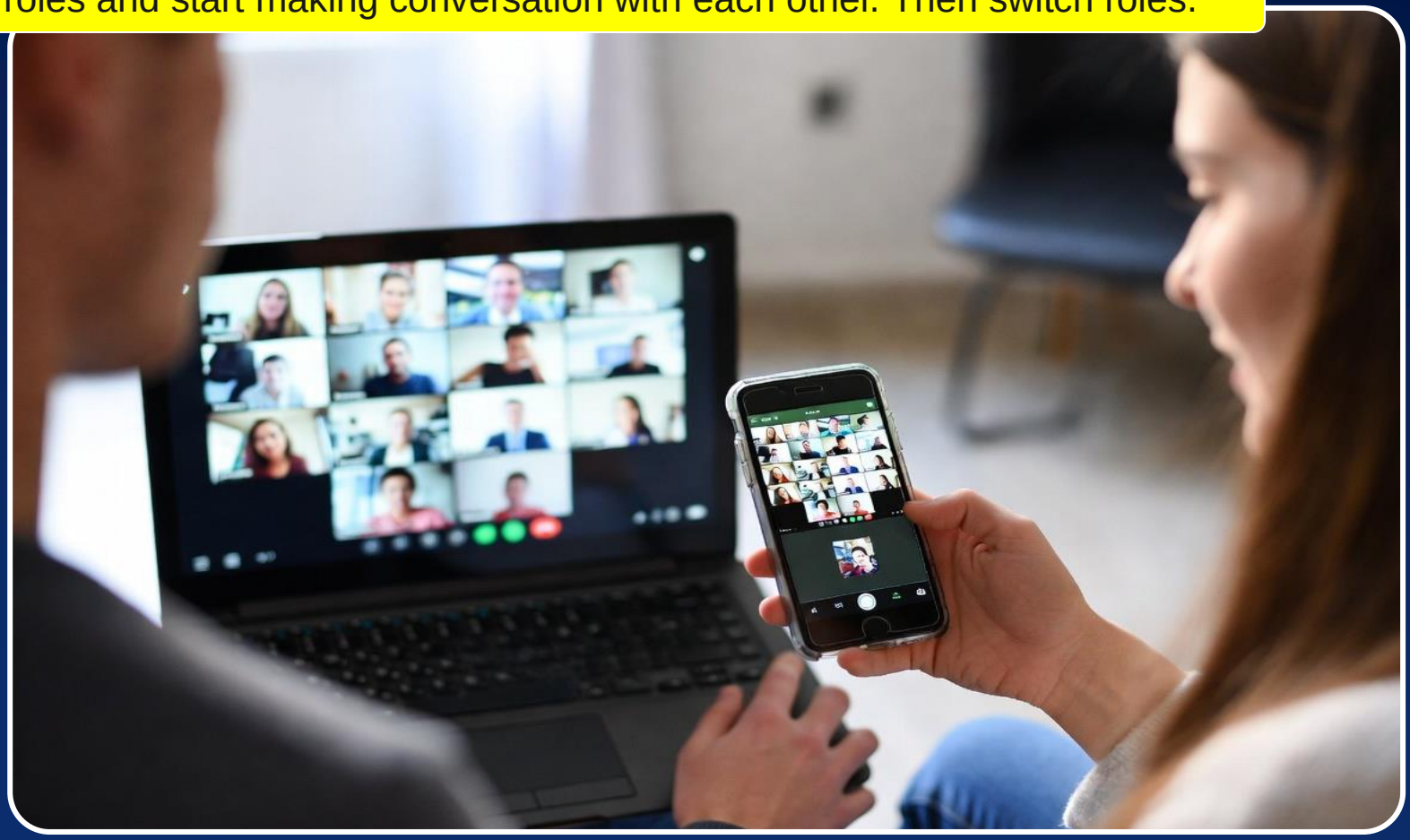
Select groups to read the conversation.

In groups

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Take roles and start making conversation with each other. Then switch roles.



[Approx. 6 mins]

Put the Ss in breakout rooms and have them perform the conversation based on the scenario. All the roles must be switched among them.

Class Sharing

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[Approx. 10 mins]



Ask all the groups to quickly share in class.