



International
Labour
Organization

► E-learning programme on rights, responsibilities and representation for children, youth and families (3Rs)

Module 5. Problem-solving and social skills

Do you struggle to find new solutions to your problems? Do you feel uneasy in social situations? If you answered yes, would you not like to solve your problems like a pro? Would you not like to make friends easily? Surely you would. Who doesn't want the solution to that?

Look no further! This module will help you with the skills you need to grow in any situation and reach your full potential at problem-solving and communicating.

Are you ready to learn?

Let's get going!





Attribution 4.0 International (CC BY 4.0)

This work is licensed under the Creative Commons Attribution 4.0 International. To view a copy of this licence, please visit <https://creativecommons.org/licenses/by/4.0/>. The user is allowed to reuse, share (copy and redistribute), adapt (remix, transform and build upon the original work) as detailed in the licence. The user must clearly credit the ILO as the source of the material and indicate if changes were made to the original content. Use of the emblem, name and logo of the ILO is not permitted in connection with translations, adaptations or other derivative works.

Attribution – The user must indicate if changes were made and must cite the work as follows: *ILO, E-learning programme on rights, responsibilities and representation for children, youth and families (3Rs)*, Yangon: International Labour Office, 2024. ©ILO.

Translations – In case of a translation of this work, the following disclaimer must be added along with the attribution: *This is a translation of a copyrighted work of the International Labour Organization (ILO). This translation has not been prepared, reviewed or endorsed by the ILO and should not be considered an official ILO translation. The ILO disclaims all responsibility for its content and accuracy. Responsibility rests solely with the author(s) of the translation.*

Adaptations – In case of an adaptation of this work, the following disclaimer must be added along with the attribution: *This is an adaptation of a copyrighted work of the International Labour Organization (ILO). This adaptation has not been prepared, reviewed or endorsed by the ILO and should not be considered an official ILO adaptation. The ILO disclaims all responsibility for its content and accuracy. Responsibility rests solely with the author(s) of the adaptation.*

Third-party materials – This Creative Commons licence does not apply to non-ILO copyright materials included in this publication. If the material is attributed to a third party, the user of such material is solely responsible for clearing the rights with the rights holder and for any claims of infringement.

Any dispute arising under this licence that cannot be settled amicably shall be referred to arbitration in accordance with the Arbitration Rules of the United Nations Commission on International Trade Law (UNCITRAL). The parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of such a dispute.

Queries on rights and licensing should be addressed to the ILO Publishing Unit (Rights and Licensing) at rights@ilo.org. Information on ILO publications and digital products can be found at: www.ilo.org/publns.

ISBN: 9789220399255 (print); 978922039962 (web PDF)

Also available in Myanmar : ကလေးသူငယ်များ၊ လူငယ်များနှင့် မိသားစုများအတွက် အခွင့်အရေး၊ တာဝန်ဝတ္တရားများနှင့် ကိုယ်စားပြုခြင်းဆိုင်ရာ ဘဝတွက်တာကျွမ်းကျင်မှုအထောက်အကူပြု အီလက်ထရောနစ်သင်ကြားရေး အစီအစဉ်
ISBN: 9789220399279 (print); 9789220399286 (web PDF)

The designations employed in ILO publications and databases, which are in conformity with United Nations practice, and the presentation of material therein do not imply the expression of any opinion whatsoever on the part of the ILO concerning the legal status of any country, area or territory or of its authorities, or concerning the delimitation of its frontiers or boundaries.

The opinions and views expressed in this publication are those of the author(s) and do not necessarily reflect the opinions, views or policies of the ILO.

Reference to names of firms and commercial products and processes does not imply their endorsement by the ILO, and any failure to mention a particular firm, commercial product or process is not a sign of disapproval.

Cover photo: A chef working at the restaurant. © Shutterstock

Illustration: © RICE Communication Private Limited, Yangon, Myanmar.

Printed in Myanmar

Acknowledgements

The 3Rs e-learning programme was elaborated by Busakorn Suriyasarn, ILO Consultant, and Ye Yint, National Consultant for the ILO Liaison office for Myanmar. A number of ILO staff provided technical support to produce this e-learning programme, including Selim Benaissa, Saw Hsar Ka Baw, Naw Moo Moo Hsoe, Hkun Sa Mun Htoi, Lei Kay Khine and Piyamal Pichaiwongse of the ILO Liaison office for Myanmar.

Funding for this publication is provided by the Ministry of Health, Labour and Welfare, Japan Government of the project “Achieving reduction of child labour in support of education: Programme to reduce the worst forms of child labour in agriculture (ARISE)” (RAS/19/07/JPN). Funding for this publication is jointly provided by the UK Government through its Foreign Commonwealth and Development Office (FCDO) under the ILO Project “Asia Regional Child Labour Programme (ARC)” (RAS/19/04/GBR). Funding for this ILO publication is jointly provided by the United States Department of Labor (USDOL) under cooperative agreement number IL-25263-14-75-K of the Project “Myanmar Programme on the Elimination of Child Labour (My-PEC)” (MMR/13/10/USA). The hundred per cent of the total costs of the My-PEC Project is financed with federal funds, for a total of US\$9,150,000.

This publication does not necessarily reflect the views of policies of the United States Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement by the United States Government.

Course outline

Lesson 1

Breaking the mold	1
-------------------------	---

Lesson 2

Learning objectives	3
---------------------------	---

Lesson 3

Reinventing your thinking	4
---------------------------------	---

Lesson 4

Building friendships	12
----------------------------	----

Lesson 5

Identifying friends and foes	19
------------------------------------	----

Lesson 6

Using social media safely	26
---------------------------------	----

Lesson 7

Self-evaluation	31
-----------------------	----

Lesson 8

Summary	34
---------------	----

Answers annex	36
---------------------	----

Lesson 1 of 8

► Breaking the mold

From ideas to reality

Read how Mohammed, Noe Noe and Phoe Wah create something great out of waste.





**Can you share some creative problem-solving tips
with Noe Noe and Phoe Wah?**

Lesson 2 of 7

▶ Learning objectives



This module will help you to:

- ▶ Explore creative and logical solutions to problems.
- ▶ Develop people skills needed to build friendships.
- ▶ Identify interpersonal relations and conflicts.
- ▶ Assess the positive and negative effects of social media.

Ready to begin learning?

Lesson 3 of 8

► Reinventing your thinking

Most people believe “thinking” is a waste of time compared to taking action, but really that all depends on what you feed your brain. Since so much of your life is spent thinking, why not think high quality thoughts?

Often people can be “stuck” in a problem, not knowing how to solve it because they are not flexible in their thinking. They are not looking at the problem from different angles.

What about you? Do you struggle to come up with new ideas and solutions to problems?

Based on scientific studies, many different types of thinking have been identified. This module covers a few of them. But before discussing them, let’s quickly test your brain with a few thinking exercises.

Let’s answer some silly questions

How logically do you think? To test it, answer the questions below.

Choose the best answer to each question. You can view the correct answers at the back of this booklet, in the Answers Annex.

3, 5, 7, ... What’s the next number?

☐**A**

8

☐**B**

9

☐**C**

10

'You see a bat!' 'You see a cat!' 'You see a hat! What do you see next?

☐**A**

Rat

☐**B**

Diplomat

☐**C**

Kitten

Which of the following items is different from the others?

☐**A**

Orange

☐**B**

Apple

☐**C**

Peach

☐**C**

Banana

What only exists when there is light but disappears when there is direct light?

☐

A

Tree

☐

B

Water

☐

C

Shadow

What is always in front of you, but you can't see?

☐

A

Glasses

☐

B

Ahead

☐

C

The future



Hand holding a card with a smiley face. © Shutterstock

The questions above were a bit tricky! Answering them required using logic and critical thinking, so if you answered them correctly, congratulations! Keep it up!

However, solving problems requires not only logical and critical thinking, but often also creative thinking. "Thinking outside the box", so to speak. We will explore this concept next.

Solve the puzzle – Making a hole

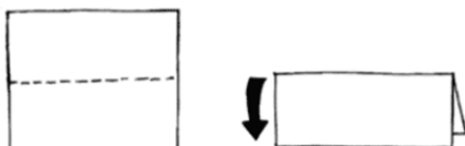
Ready for another thinking exercise? Here you go.

Start with a standard A4 size sheet of paper. Now, using this one sheet, how can you create a paper ring that is big enough for you to easily pass your entire body through it?

A bit difficult to imagine, right? Take a moment to consider how you might do it. If you need help, you can refer to the steps below to see how to create a paper ring that will do the job.

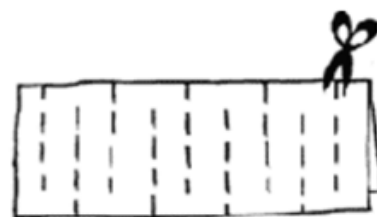
Step 1

Take an A4 size paper and fold it exactly in the middle lengthwise.



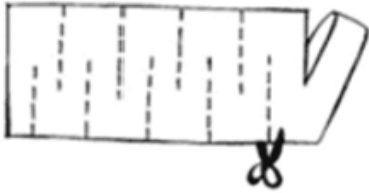
Step 2

Starting on the folded side, tear or cut the folded paper along the dotted line, as shown in the image below. Be sure not to cut all the way across it!



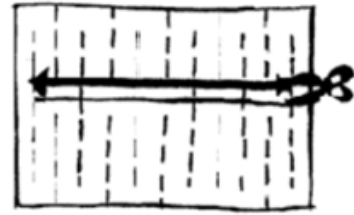
Step 3

Now carefully turn the paper and make the first cut on the other side, as shown in the image below. Then alternate cuts, one on the folded side and one on the other side, just like the dotted lines in the image until you get to the end of the paper.



Step 4

As shown in the image below, open up the paper and cut along middle of the paper. Important: Do not cut the first and last strips at the ends of the paper.



Step 5

The paper is now changed into a big circle - large enough to pass over a person's body.



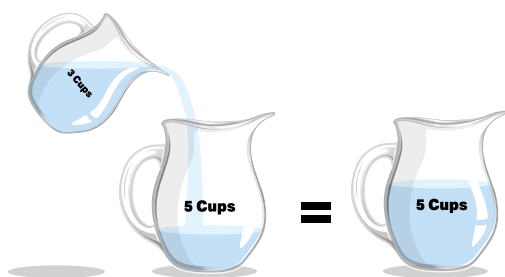
Solve the puzzle – Two kitchen jugs



You have two jugs in the kitchen. One jug can hold 3 cups of water, and another one can hold 5 cups of water. If you have to measure 1 cup of water, how can you use the two kitchen jugs to get an exact measurement?

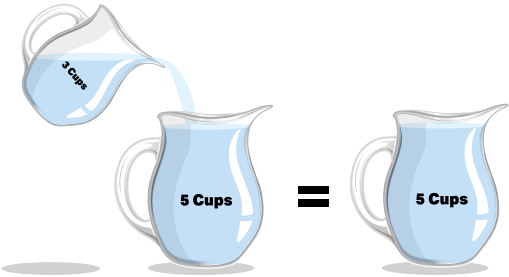
Could you find the answer to the puzzle?

See the steps below to find out how.



Step 1

Fill the 3-cup jug with water and pour all of this water into the 5-cup jug. So now the 5-cup jug has exactly 3 cups of water in it.



Step 2

Fill the 3-cup jug again, pour this water into the 5-cup jug until the 5-cup jug is full.



Step 3

The 5-cup jug had exactly 3 cups of water in it after Step 1. So when you fully filled up the 5-cup jug in Step 2, you must have added exactly 2 cups of water to it ($3 + 2 = 5$).

Since you poured out exactly 2 cups from the 3-cup jug in Step 2, it means that exactly 1 cup of water is left in the 3-cup jug. You have achieved your goal!

Solve the puzzle – Grandmother's options

Your grandmother has a valuable piece of land many people want to buy. The land is a large piece with four connected lots, like you see below.

1	2
3	4

our grandmother can sell the whole piece of land if the price is good. However, your grandmother is a clever businesswoman. She knows that selling smaller plots of land can be more profitable than selling the entire piece in one go.

So, she has to find possible ways to make land sale parcels (in single or combined lots, without further subdividing the land) for maximum profit.

Can you help your grandmother with the land sale options?

What sale options would help your grandmother make a maximum profit?

Choose your answer(s) – you can choose more than one. You can view the correct answers at the back of this booklet, in the Answers Annex.

☐**A**The entire four-lot piece together – $(1+2+3+4)$ ☐**B**Split two ways, by diagonally pairing the lots – $(1+4)$ and $(2+3)$ ☐**C**Split four ways, one lot at a time – $(1), (2), (3), (4)$ **How many ways can Grandma sell the plot of land, either individually or in combination?**

Choose your answer below. You can view the correct answer at the back of this booklet, in the Answers annex.

☐**A**

5 possible ways

☐**B**

7 possible ways

☐**C**

More than 10 possible ways

Looking at the many different options available, you can see that your grandmother can cut up and combine her plot of land in more than a dozen ways. This shows how creative thinking comes into play and helps in problem-solving.

How do you feel after doing the above thinking exercises?

Can you picture how these exercises and problem-solving skills are linked?

Here is the connection between the two.



An open book with a box on top. © Shutterstock

The simple message from the exercises above is that when dealing with problems, some solutions are clear, but some are not.

If the solution to a problem is unclear, you need to look at the problem from different angles.

You have to think differently if you are going to find different ways to solve problems.

Now the question is, how can you think differently?

You can do so in many ways, but the most common ways of engaging in new thinking are:

Brainstorming



Group of people brainstorming. © Shutterstock

Brainstorming means coming up with as many ideas as possible for the right solution. At first, many of these ideas might seem useless, but these same “useless” ideas may actually lead to a solution. On the other side, ideas you thought were helpful at the beginning may end up being unimportant. When you devise many potential solutions they can collectively guide you to the best solution, which might be an unexpected one.

Creative thinking



Hands using a cookie cutter. © Shutterstock

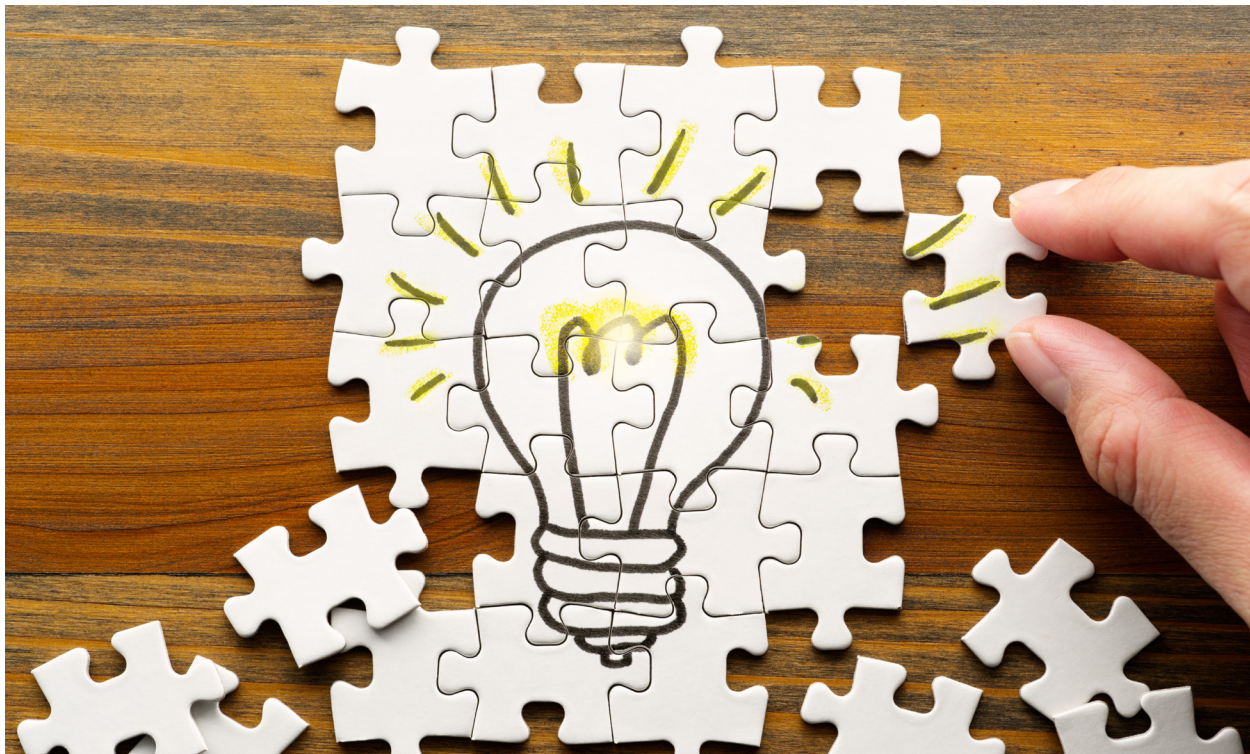
Creative thinking is about stretching your thinking beyond your comfort zone. Being creative is doing things differently from how most people usually do them.

Creativity may seem intuitive (some people “just know” how to do things differently), but this is not always true. People can learn to be creative by using their imagination and trying to find new ways to respond to a problem. Like many other things, you can practice being creative.

A few examples of creative thinking from your daily life could be:

- ▶ Combining different ordinary outfits to create unique styles.
- ▶ Making a new dish using leftover food.
- ▶ Using unusual materials, like vegetables, to create art.

Logical thinking



Assembling a jigsaw puzzle of a light bulb. © Shutterstock

Logical reasoning means thinking in a disciplined manner based on proof. It is about connecting actions with their results and deciding the right course. It is about connecting the dots and objectively studying any problem to make a sensible decision about how to proceed.

A few examples of logical thinking from your daily life could be:

- ▶ Creating a budget and assigning funds for expenses based on your income.
- ▶ Following a recipe step-by-step to create a perfect dish.
- ▶ Identifying the cause of a leak in a plumbing system.



You have reached the end of this lesson. Can you recall what you learned? Try out this short quiz to see where you stand.

Learning milestone

You are part of a child rights NGO tasked with developing a new programme to improve the educational outcomes of disadvantaged children in a particular region. The region has limited resources, high poverty levels and limited education access.

You come up with a few ideas to tackle the issue.

Match each idea with the form of thinking that was most likely used to reach that idea.

You can view the correct answers at the back of this booklet, in the Answers Annex.

1

Creative thinking

A

You think of creating mobile learning centres and using technology to reach the kids.

2

Brainstorming

B

You meet with locals, schools and government officials in the area to discuss the issue.

3

Logical thinking

C

You study the area's education data to find the issue's root cause.

After a bit of renewed thinking, how about making friends?

Lesson 4 of 8

► Building friendships

Imagine you moved to a new city and don't know anyone. You have no one to talk to and have fun with.

How will you feel?



Person with a backpack walking. © Shutterstock

If you are like most of us, you will start to feel lonely. However, one day, a friendly neighbor invites you for dinner. You accept the invitation and feel energized by the end of a good dinner.

How will you feel now?



Group of people eating together, Myanmar. © Marcel Crozet/ILO

Of course, with the support of your new friend, you will feel more connected and confident in your new surroundings. If someone connects with you in a lonely city, it feels good, and this familiar story explains the power of social connection or friendship.

How easily do you make friends? What qualities do you look for in a friend?

Before moving forward, here are a few situations for you to consider. Read them and respond as you think is most appropriate.

Connecting with ease

Among four strangers at a party, who might you be most likely to make friends with?

Choose an answer below. You can view the correct answer at the back of this booklet, in the Answers Annex.

☐ **A** Seems to be lost in serious thought on their own

☐ **B** Is talking on the phone

☐ **C** Asks if your family is wealthy

☐ **D** Smiles and seems friendly

What type of person would you be most likely to avoid?

Choose an answer below. You can view the correct answer at the back of this booklet, in the Answers Annex.

☐ **A** Smiles easily at you

☐ **B** Greets people easily

☐ **C** Enquires about your money

☐ **D** Looks welcoming and kind

Connecting, even with differences

Four friends are eating noodles at a food joint. A newly arrived man from another town comes to the table and tries to connect with the group. He has a funny accent and looks a bit different. He is also shy and quiet.

What is the least friendly response to the new man?

Choose an answer below. You can view the correct answer at the back of this booklet, in the Answers Annex.

☐ **A** Smile at him and greet him.

☐ **B** Ask him to join the group and enjoy some noodles.

☐ **C** Comment on his accent and clothing.

How do you make the newly arrived man comfortable?

Choose your answer(s) – you can choose more than one. You can view the correct answers at the back of this booklet, in the Answers Annex.

☐**A**

Push him to talk by asking many questions.

☐**B**

Be friendly and try to make him feel at ease.

☐**C**

Ask him simple questions like, "Do you like noodles?"

Connecting with newcomers

Four friends are relaxing together, having drinks and snacks. A newly arrived woman from another town arrives at the table and tries to connect with the group. She looks pretty fashionable.

What is the appropriate way for this woman to befriend the group?

Choose an answer below. You can view the correct answer at the back of this booklet, in the Answers Annex.

☐**A**

Sit down with the group and start talking about herself.

☐**B**

Sit down quietly and wait to be talked to.

☐**C**

Greet them and ask if she can join the group.

The fashionable woman talks a lot about herself. She is also loud and jokes about the four friends' snacks, but they don't find her funny. They think she is annoying.

After a while, the woman notices that the group doesn't like her style.

What should the woman do?

Choose an answer below. You can view the correct answers at the back of this booklet, in the Answers Annex.

☐**A**

Thank the group for the drinks and the snacks, and leave politely.

☐**B**

Try to be more friendly, try different jokes, to make them like her more.



What's the message you get from the above scenarios?

The message is that there are pathways to making friends, and here are a few tips for you to consider:



Group of women get their photo taken in Bagan, Myanmar. © Shutterstock

- ▶ Greet people confidently. A smile, eye contact and a cheerful "Hi!" can work wonders.
- ▶ Show interest in the person by asking a few connecting questions.
- ▶ Listen carefully, and ask questions to show interest.
- ▶ Understand that everyone is different; don't expect everybody to be like you.
- ▶ Avoid being rude to newcomers who are different.
- ▶ Respect people's choices if they decline your friendship and move on.

These are great tips, but can you apply them to everyone you meet, especially if you are a woman?

In some cultures, women are not allowed to meet strangers, especially men. This limitation sometimes makes it difficult for women to connect with anyone new, particularly when they go to a new place or get into a new situation.

Besides gender differences, individual differences also exist. For example, many men are shy, and many women are assertive – and vice versa.



Man and woman sitting on a sofa together. © Shutterstock

Making friends is easier than keeping friendships. But you can have long-term friendships if you have good people skills.

Are you aware of these people skills?

Try this exercise out!

Below is a mix of good people skills and poor people skills.

Match each skill to the correct column and see how best you can classify them. You can view the correct answers at the back of this booklet, in the Answers Annex.

People skill	Good	Poor
Being negative and sarcastic		
Complaining all the time		
Welcoming new people		
Telling lies and cheating		
Being humorous and telling jokes		
Claiming credit for others' work		
Requesting people to join in		
Sharing costs when going out		
Being bossy, nosy, mean and a bully		
Being good at organizing games or activities		
Telling others how to behave		
Having a pleasant expression		

People skill	Good	Poor
Gossiping about others		
Always being serious		
Pointing out faults in others		
Complimenting others respectfully		
Being open, kind and fair		
Listening to people actively		
Always talking about yourself		
Helping people with work and finding solutions		
Looking down on other people		
Showing interest in others		

Despite having good people skills, keeping friendships for a long time may still be difficult. You may try to be friends with someone, but it may not work out for various reasons like:

- ▶ differences in personalities;
- ▶ differences in thinking and choices;
- ▶ friends changing over time;
- ▶ choice of the other person to be alone.

So, it's important to focus on the positive aspects of each friendship for your happiness and that of your friend.



Friends can make you happy, but sometimes they can bring harm as well. So, sometimes, you may have to let them go for the better. It's good to leave friends when they decide to do something you don't want to do, like stealing, bullying someone or taking drugs. If possible, try to convince your friend to do the right thing, but if that isn't working, don't join them in doing wrong. Remember, real friends don't force people to do harmful things to themselves or others.

You've reached the end of this lesson. Recall what you've learned by answering the question below.

Learning milestone

Mg Mg and Zaw are in college and study in the same class. They are best friends who support and respect each other, celebrate successes, and share secrets, but they compete for better scores and opportunities.

Which of these qualities do you think can harm their friendship?

Choose an answer. You can view the correct answer at the back of this booklet, in the Answers Annex.

☐**A**

Communication

☐**B**

Trust

☐**C**

Competition

☐**D**

Respect

**What's the role of communication in a
friendship that you can trust?**

► Identifying friends and foes



Have you ever been guilty of judging people based on their looks?

It's common for people to make quick judgements based on appearances.

But if you can't rely on appearances, what should you look for in a person?

Before getting there, take a look at the images below.



Stranger 1: A friendly, nicely dressed woman



Stranger 2: A shabby, poorly dressed woman



Stranger 3: A friendly, nicely dressed man



Stranger 4: A shabby, poorly dressed man

What's your first thought after looking at the above images?

Look at the cards below to view the common responses.

Who will you go to if you needed an urgent answer to a question?  Stranger 1 and Stranger 3	Who will you suspect if something was stolen?  Stranger 2 and Stranger 4
Who will you believe if they promised you something?  Stranger 1 and Stranger 3	Who will you not trust with your money?  Stranger 2 and Stranger 4
Who will you go to if you need help?  Stranger 1 and Stranger 3	Who will you think is uneducated?  Stranger 2 and Stranger 4

Do you think the typical responses are the ideal responses? What's the message in the exercise?



Two women talking to a man. © Shutterstock

The point of the exercise is that you don't actually know if your choices are correct because you don't actually know anything about these strangers. It is not possible to accurately judge a person by appearance alone.



Man with the palm of his hand held up. © Shutterstock

It may be difficult to trust strangers because, unlike with friends or people you know, you cannot tell whether they are telling the truth or lying to you. You may need to check any information they provide and find ways to verify their stories instead of trusting them immediately. Effective communication over a period of time can contribute to building trust in relationships.

Do you agree that communication can affect relationships?

People typically use three different communication styles – aggressive, assertive, and passive. The style used depends on how concerned the person is of their own needs compared to the needs of others. People don't only use one style throughout their lives, and may change their communication style based on the situation, but it is also common for a person to predominantly use one style over the others.



A woman yells at another woman in the group. © Shutterstock

See below for an overview of the three communication styles.

Aggressive communication

Aggressive communication is when you behave as if your opinions and rights matter more than those of other people. The characteristics of an aggressive response are:

- Feeling angry
- Dominating the conversation
- Being impolite
- Showing no interest in what others say
- Thinking about your own interests only

Passive communication

Passive communication is when you behave like other people's opinions and rights matter more than yours. The characteristics of a passive response are:

- Displaying neutral behaviour or being shy
- Expressing no feelings or hiding them
- Being uninterested
- Taking no initiative
- Having no direct reaction to avoid conflict

Assertive communication

Assertive communication is when you respect yourself and others equally, and objectively offer your views. The characteristics of an assertive response are:

- ▶ Showing interest
- ▶ Listening attentively
- ▶ Giving opinions but also being honest and polite
- ▶ Giving respect to others
- ▶ Standing up for your rights and what is fair for everybody

Can you easily differentiate between communication styles in real situations?

Look at the scenarios below and consider what type of conversation is happening.



Aggressive communication

Aung and Nyo Nyo are child labourers working in the same household. The employer finds a broken plate. Aung and Nyo Nyo blame each other and now are arguing, saying they didn't do it.



Passive communication

Soe Myat's teacher tells her she does not put enough effort into her studies. Soe Myat is sad because it's true that she has not done well in class. She had to care for her baby sister at home after her mother became ill. So she keeps quiet. Her teacher tells Soe Myat not to be lazy and study harder.



Assertive communication

May Win's mother wants her to discontinue her education so that she can help in homes and earn income. Her father wants her to continue studying. He explains to her mother that child labour will ruin May Win's life and rob her of a better future.

What's your communication style? Which style do you think is best to manage conflicts?



Group of people in a workshop, Myanmar. © Marcel Crozet/ILO

There are often differences between men and women in communication styles because they have learned to deal with conflicts differently. Good communicators always use mixed communication styles based on the situation. However, assertive communication is known to be the best overall.



You've reached the end of this lesson. Great job! You're making great progress. Answer the question below to recall what you've learned.

Learning milestone

Several times, a senior male co-worker has asked Kyi to go out for a karaoke dinner with him. Kyi does not like him, and so far has been able to avoid going out with him. He now asks Kyi out again and threatens her that she will lose her job if she does not say, “Yes.”

What should Kyi do in this situation?

Choose an answer below. You can view the correct answers at the back of this booklet, in the Answers annex.

☐**A**

Kyi should scream at her co-worker and ask him to stay away.

☐**B**

Kyi should be confident and inform her co-worker that she is not interested.

☐**C**

Kyi should agree to go out with him for dinner, even though she does not like him.

Do you think social media is a useful communication tool?

Lesson 6 of 8

► Using social media safely



Social media has become an important part of everybody's life in today's world.

Which of these social media apps do you recognize and use? What do you use social media for? How much time do you spend online?



Facebook



Instagram



Tik Tok



Line



YouTube



Skype



Twitter



WhatsApp



Woman looking at her phone. © Shutterstock

Social media is a term for websites and applications that help people communicate with one another.

Users, especially the youth, share messages and media content on websites and apps through devices like phones, laptops and tablets. Communication can happen in small and closed or large and open networks.

While social media helps bring people closer in many ways, it can also have some serious negative effects. What exactly are these negative effects?

Find out through this quick exercise.

Determine whether each social media behaviour or activity has a positive effect or a negative effect, and mark the appropriate column. You can view the correct answers at the back of this booklet, in the Answers Annex.

Behaviour / activity	Positive effect	Negative effect
Increasing creativity		
Being exposed to inappropriate content		
Cyberbullying		
Building online communities		
Addicting quality of social media and games		
Gambling online		
Building a business		
Risking identity theft		
Staying connected with friends and family		
Learning and education		
Feelings of isolation		
Stalking		
Finding new friends with shared interest		

Have you ever faced any negative effects from social media in your life?

Whether it's feeling troubled by constant scrolling or being the target of online harassment, these experiences can be difficult to manage.

Take a look at the scenario below and think of your responses.



Group of friends at a party. © Shutterstock

A party prank

Sai Sai and Phyo are close friends who study together and are going to graduate soon. After an exam, they drink to celebrate with their friends Than and May.

Phyo isn't used to drinking, and he passes out. Sai Sai takes pictures of Phyo and sends them to Than because he looks funny.

Do you think this is right?

Choose an answer. You can view the correct answer at the back of this booklet, in the Answers Annex.

☐**A**

No, it isn't right.

☐**B**

Yes, it is OK because they are friends.

Sai Sai decides that uploading the photos of Phyo onto Facebook would be a great prank, and Than agrees. Than peeks into Phyo's phone and knows his passwords.

Should Than share Phyo's account password with Sai Sai?

Choose an answer. You can view the correct answer at the back of this booklet, in the Answers Annex.

☐**A**

Yes, it's just a prank and Phyo should take it as a joke.

☐**B**

No, this would be a complete violation of privacy.

May stops them by saying that this isn't right. Phyo is applying for jobs, and his future employer may see these pictures.

Do you agree with May?

Choose an answer. You can view the correct answer at the back of this booklet, in the Answers Annex.

☐**A**

Yes, if the employer sees the picture, they may decide not to employ Phyo.

☐**B**

No, this is a rare possibility and has nothing to do with the employer.

Privacy is an important right that should always be respected. Uploading images onto public platforms can lead to irreversible consequences. Passwords should never be shared with others.

Now that you know some of the positive and negative effects of social media, it is important to avoid the risks of social media so you can get the most out of it.

What do you think you should and should not do on social media?

For each action below, select whether it is a "Do" or a "Don't" and mark the appropriate column. You can view the correct answers at the back of this booklet, in the Answers Annex.

Action	Do	Don't
Give your address to someone you just met online		
Accept a friend request from a classmate		
Post pictures of children on your Facebook page		

Action	Do	Don't
Post a picture to show that you have many valuables inside your home		
Accept friend requests from people you don't know		
Create a secure password that you change regularly		
Check messages on the phone while driving		
Send an SMS to your family about your current location		
Send a "Good Morning" message every morning		
Send a picture of you and your best friend to your mother		
Join the school Facebook page to stay up to date		
Share a rumour about someone you dislike		
Share pictures and videos of cute animals		
Follow trusted news accounts to stay updated		
Use the same password for all your social media accounts		
Share your passwords with your best friends		
Post on Facebook while drunk		
Post nudes online		
Avoid saying bad things about anyone online		
Leave your account logged-in on a school computer		

Social media can be a powerful communication tool if used wisely.

Here are a few tips for you.

- ▶ Be careful in accepting any new friend requests. It's only safe to connect with known people.
- ▶ Differentiate between real and fake information, as not everything posted on social media is true.
- ▶ Avoid sharing your social media passwords with anyone, not even with your closest friends.
- ▶ Avoid taking social media posts personally, as people can say all kinds of things online.
- ▶ Avoid sharing or being part of any rude communication exchange.

Learning milestone

Hla is a student who loves using social media to connect with friends and share her interests. Recently, she received a friend request from someone with a sexually suggestive profile picture and only a few friends. The person sent her a message saying she is beautiful and that they would like to be her friend.

What should Hla do?

Choose an answer. You can view the correct answers at the back of this booklet, in the Answers Annex.

☐**A**

Accept the friend request and start chatting with the person.

☐**B**

Ignore the friend request and block the person.

☐**C**

Ask the person for their real name and where they live before accepting the friend request.

Lesson 7 of 8

Self-evaluation

Well done!

You've almost completed **Module 5. Problem-solving and social skills.**

Here is a self-evaluation with questions designed to help you identify any learning gaps. This is not a test because, while you will receive a score, there is no passing score. Use your score to identify what you may need to go back and re-review.

You can attempt this self-evaluation as many times as you like!

All the best.

You can view the correct answers at the back of this booklet, in the Answers Annex.

Question 1 of 6

An NGO wants to build a school in a village surrounded by a forest. The village is far from the city, and the cost of transporting construction materials is very high. The village also needs a proper and regular electricity supply.

What can the NGO do to build the school at a minimum cost? Do you have any ideas for them?

Choose your answer(s) – you can choose more than one.

☐
A

Use local materials like bamboo instead of importing materials from the city.

☐
B

Set up solar power systems for electricity generation in the area.

☐
C

Import construction materials from other regions.

☐
D

Put the project on hold and wait for supporting funds.

Question 2 of 6

Su Su is a new manager at a store. She notices that some of her staff look unmotivated and unproductive. She decides to have a team meeting to discuss their work and see if there's anything she can do to help.

What is an example of good people skills that Su Su can use in the meeting?

Choose your answer.

☐
A

Su Su starts the meeting by telling her employees what they're doing wrong and demanding they improve.

☐
B

Su Su assigns blame to specific employees for the store's lack of productivity.

☐
C

Su Su listens to her employees' concerns and feedback without interrupting them.

Question 3 of 6

Yan Aung is starting a new semester at a university abroad and wants to expand his friend circle. Even though all his classmates seem to be friendly, Yan Aung still feels shy and doesn't know where to start.

What should Yan Aung do?

Choose your answer(s) – you can choose more than one.

- ☐ **A** Introduce himself to his classmates and start a conversation.
- ☐ **B** Leave the class early and avoid socializing with anyone.
- ☐ **C** Make friends with at least one new classmate who can introduce him to other friends in the class.
- ☐ **D** Wait for someone to approach and start talking to him.

Question 4 of 6

Kyaw has been assigned a project with a tight deadline. He is already working on multiple projects and feels disturbed.

What type of communication can Kyaw use to express his concerns to his manager?

Choose your answer.

- ☐ **A** He angrily threatens his manager, saying that he is going to quit his job.
- ☐ **B** He accepts the project and doesn't express his feelings.
- ☐ **C** He clearly expresses his concerns and proposes a better project management plan.

Question 5 of 6

Understanding the three different communication styles can help improve interpersonal skills and help in dealing with conflicts.

Match each communication style with its description.

1 Aggressive communication

A When you behave as if your opinions and rights matter more than others

2 Passive communication

B When you behave like other people's opinions and rights matter more than yours

3 Assertive communication

C When you respect yourself and others equally and offer your views fairly

Question 6 of 6

Aye Aye spends hours scrolling through social media daily, constantly comparing her life to others and feeling like she doesn't measure up.

How do you think social media has affected Aye Aye?

Choose your answer(s) – you can choose more than one.

☐**A**

Decreased self-esteem.

☐**B**

Increased social anxiety.

☐**C**

Increased confidence.

☐**D**

Increased creativity.

Lesson 8 of 8

► Summary

Before you leave this module, here's a recap of the key learnings.



Group of people assemble a jigsaw puzzle. © Shutterstock

Reinventing thinking

You can use the following tips to solve problems in your life:

- Use creative and logical thinking.
- Find different solutions by looking at a problem from different angles.

Building friendships

Keep the following things in mind when making and dealing with friends:

- Be polite and respectful to others to manage friends easily.
- Be careful not to impose yourself on others if the other person is not interested in you.
- Beware of false friends and friends who force you into doing the wrong thing.
- Avoid judging someone only by their appearance, sex or status.
- Use a combination of communication styles for an impact. The three communication styles are: aggressive, assertive, and passive.

Using social media safely

When using social media, keep the following tips in mind:

- Be careful when accepting any new friend requests.
- Differentiate between real and fake information on social media.
- Avoid sharing your social media details and passwords with anyone.
- Avoid taking social media posts personally.
- Avoid being part of any offensive communication exchanges.

**Thank you! We hope you found this
learning module useful.**

**This module can also be accessed online at
<https://ecampus.ilooyangon.org/>**

Answers annex

Lesson 3, Page 4

3, 5, 7, ... What's the next number?

If you selected B, you are correct. Well done!

The following number in the series is 9, the next odd number.

'You see a bat!' 'You see a cat!' 'You see a rat!' What do you see next?

If you selected A, you are correct. Well done!

I should see a hat, which rhymes with the words bat, cat, and rat, and is also the same length. The word "diplomat" also rhymes, but it is much longer, which makes it different from the other words and therefore not the best answer.

Which of the following items is different from the others?

If you selected D, you are correct. Well done!

The banana is different from the other fruits, as it is not round.

What only exists when there is light but disappears when there is direct light?

If you selected C, you are correct. Well done!

A shadow only exists when there is light, but will disappear if direct light is shown on it.

What is always in front of you but you can't see?

If you selected C, you are correct. Well done!

The future is always in front of you, but you can't see it.

Lesson 3, Page 8

What sale options would help your grandmother make a maximum profit?

If you selected A and C, you are correct. Well done!

Selling the entire four-lot land together or one plot at a time would make maximum profits. Selling them diagonally could subdivide the land, making it less appealing.

How many ways can your grandmother sell the plot of land, either individually or in combination?

If you selected C, you are correct. Well done!

Grandma can sell the plot of land in more than 10 possible ways and combinations.

Lesson 3, Page 11

Learning milestone

If you matched the answers as below, you are correct. Well done!

1 Creative thinking

A You think of creating mobile learning centres and using technology to reach the kids.

2 Brainstorming

B You meet with locals, schools and government officials in the area to discuss the issue.

3 Logical thinking

C You study the area's education data to find the issue's root cause.

Lesson 4, Page 13

Among four strangers at a party, who might you be most likely to make friends with?

If you selected D, you are correct. Well done!

You are most likely to make friends with a person who smiles and seems friendly.

Lesson 4, Page 13

What type of person would you be most likely to avoid?

If you selected C, you are correct. Well done!

You will likely avoid someone enquiring about your money because this seems intrusive, especially during a first meeting. Talking about money often makes people uneasy and suspicious.

Lesson 4, Page 13

What is the least friendly response to this newly arrived man?

If you selected C, you are correct. Well done!

The least friendly response to this new person could be commenting on his accent and clothing. Commenting on someone's accent and appearance at the first meeting is impolite and may make them self-conscious.

How do you make the new man comfortable?

If you selected B and C, you are correct. Well done!

You can make this new person comfortable by being friendly with him. You can also ask him simple questions like, "Do you like noodles?" so that they can participate in conversation without feeling lots of pressure.

What is the appropriate way for this woman to befriend the group?

If you selected C, you are correct. Well done!

The most appropriate way for the woman to befriend the group would be to first ask for permission to join them.

What should the woman do?

If you selected A, you are correct. Well done!

It would be best for the woman to thank them and leave politely and avoid ruining their time.

Lesson 4, Page 16

If you checked the below boxes, you are correct. Well done!

People skill	Good	Poor
Being negative and sarcastic		✓
Complaining all the time		✓
Welcoming new people	✓	
Telling lies and cheating		✓
Being humorous and telling jokes	✓	
Claiming credit for others' work		✓
Requesting people to join in	✓	
Sharing costs when going out	✓	
Being bossy, nosy, mean and a bully		✓
Being good at organizing games or activities	✓	
Telling others how to behave		✓
Having a pleasant expression	✓	
Gossiping about others		✓
Always being serious		✓
Pointing out faults in others		✓
Complimenting others respectfully	✓	
Being open, kind and fair	✓	

People skill	Good	Poor
Listening to people actively	✓	
Always talking about yourself		✓
Helping people with work and finding solutions	✓	
Looking down on other people		✓
Showing interest in others	✓	

Lesson 4, Page 18

Learning milestone

Which of these qualities do you think can harm their friendship?

If you selected C, you are correct. Well done!

Communication, trust, and loyalty are all important factors in maintaining strong and healthy friendships. Competition can often damage or strain relationships. Supporting and uplifting our friends is more important than competition.

Lesson 5, Page 25

What should Kyi do in this situation?

If you selected B, you are correct. Well done!

Kyi should show assertiveness by being confident and informing her co-worker that she is not interested. Screaming (aggressive communication) and agreeing to go out with him (passive communication) can lead to trouble.

Lesson 6, Page 27

If you checked the below boxes, you are correct. Well done!

Behaviour / activity	Positive effect	Negative effect
Increasing creativity	✓	
Being exposed to inappropriate content		✓
Cyberbullying		✓
Building online communities	✓	
Addicting quality of social media and games		✓
Gambling online		✓
Building a business	✓	

Behaviour / activity	Positive effect	Negative effect
Risking identity theft		✓
Staying connected with friends and family	✓	
Learning and education	✓	
Feelings of isolation		✓
Stalking		✓
Finding new friends with shared interest	✓	

Lesson 6, Page 28

Sai Sai takes pictures of Phyo and sends them to Than because he looks funny. Do you think this is right?

If you selected A, you are correct. Well done!

That's right! Everybody has the right to privacy, and this needs to be respected.

Should Than share Phyo's account password with Sai?

If you selected B, you are correct. Well done!

Passwords are not meant to be shared with anyone, not even best friends and family, as it may lead to hacking, identity theft or situations like these.

Do you agree with May?

If you selected A, you are correct. Well done!

Yes, if the employer sees the picture, they may decide not to employ Phyo.

Lesson 6, Page 28

If you checked the below boxes, you are correct. Well done!

Action	Do	Don't
Give your address to someone you just met online		✓
Accept a friend request from a classmate	✓	
Post pictures of children on your Facebook page		✓

Action	Do	Don't
Post a picture to show that you have many valuables inside your home		✓
Accept friend requests from people you don't know		✓
Create a secure password that you change regularly	✓	
Check messages on the phone while driving		✓
Send an SMS to your family about your current location	✓	
Send a "Good Morning" message every morning	✓	
Send a picture of you and your best friend to your mother	✓	
Join the school Facebook page to stay up to date	✓	
Share a rumour about someone you dislike		✓
Share pictures and videos of cute animals	✓	
Follow trusted news accounts to stay updated	✓	
Use the same password for all your social media accounts		✓
Share your passwords with your best friends		✓
Post on Facebook while drunk		✓
Post nudes online		✓
Avoid saying bad things about anyone online	✓	
Leave your account logged-in on a school computer		✓

Lesson 6, Page 30

Learning milestone

What should Hla do?

If you selected B, you are correct. Well done!

Hla should ignore the friend request and block the person to prevent them from contacting her again. Never accept a friend or message request from strangers, as it could put you in danger.

Lesson 7, Page 31

Self-evaluation

Question 1 of 6

What can the NGO do to build the school at a minimum cost? Do you have any ideas for them?

If you selected A and B, you are correct. Well done!

The NGO can use local materials like bamboo instead of importing materials from the city. They can also solve the electricity issue by setting up solar power systems for electricity generation. Every problem can be solved through creative and logical thinking.

Question 2 of 6

What is an example of good people skills that Su Su can use in the meeting?

If you selected C, you are correct. Well done!

Good people skills involve active listening and showing respect for others' perspectives. By listening to her employees' concerns and feedback without interrupting them, Su Su is showing good people skills and that she values their input.

Question 3 of 6

What should Yan Aung do?

If you selected A and C, you are correct. Well done!

Yan Aung should introduce himself to the class and start a conversation with his classmates. Making the first move will help him make friends. If he feels too shy, he can start by making one or two new friends who will then introduce him to other friends.

Question 4 of 6

What type of communication can Kyaw use to express his concerns to his manager?

If you selected C, you are correct. Well done!

Communication is of three types – (i) aggressive; (ii) passive; and (iii) assertive. Assertive communication involves expressing your thoughts and feelings clearly and directly while respecting others' rights and opinions. By clearly expressing concerns and by proposing a better project management plan, Kyaw would be using assertive communication to express his concerns and offer potential solutions.

Question 5 of 6

If you matched the answers as below, you are correct. Well done!

1

Aggressive communication

A

When you behave as if your opinions and rights matter more than others

2

Passive communication

B

When you behave like other people's opinions and rights matter more than yours

3

Assertive communication

C

When you respect yourself and others equally and offer your views fairly

Question 6 of 6

How do you think social media has affected Aye Aye?

If you selected A and B, you are correct. Well done!

Social media has affected Aye Aye negatively, decreasing her self-esteem and increasing her anxiety.

E-learning programme on rights, responsibilities and representation for children, youth and families (3Rs)

Building upon the foundation laid by the 3-R Trainers' Kit developed in 2018 and the E-learning Programme on Child Labour launched in 2022, the 3Rs e-Learning kit is a comprehensive resource designed to empower individuals and organizations working in communities vulnerable to child labour and trafficking. This kit equips its users with the necessary tools to prevent and combat these violations effectively.

With an increased number of children at risk of child labour in Myanmar due to the ongoing crisis, the 3Rs underscores the urgent need to instil understand child rights, workers' rights and gender equality among children, youth and their families in at-risk communities and workplaces.

Comprising 11 modules, the course covers a wide range of topics essential for holistic empowerment. From understanding child rights to promoting gender equality, the 3Rs e-Learning kit serves as a catalyst for positive change, providing the knowledge and skills necessary to create a more equitable and empowered society.

Fundamental Principles and Rights at Work Branch (FUNDAMENTALS)

International Labour Office
4 route des Morillons
CH-1211 Geneva 22 – Switzerland
T: +41 (0) 22 799 61 11
E: childlabour@ilo.org
W: [@ILO_Childlabour](http://ilo.org/childlabour)

ILO Liaison Office for Myanmar

No.1 (A), Kanbae (Thitsar) Road
Yankin Township
Yangon, Myanmar
T: + 95 1 7336538 ~ 9 / 579956 / 578925
F: + 95 1 7336582
E: yangon@ilo.org

