



PAN AFRICA CHRISTIAN UNIVERSITY

DLM202: STRESS AND CONFLICT MANAGEMENT

EXAM DATE

DECEMBER 2018

TIME

Duration

3 hours

INSTRUCTIONS

- Read all questions carefully before attempting
- This exam has two sections A and B
- Answer **ALL** questions in Section **A** and any other **ONE** question in Section **B**.
- Write your **student number** on the answer booklet provided.
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SECTION A: ANSWER ALL QUESTION FROM THIS SECTION (30 Marks)

1. Define the following terms (10 marks).
 - (a) Stress (2 marks)
 - (b) Conflict (2 marks)
 - (c) Functional conflict (2 marks)
 - (d) Dysfunctional conflict (2 marks)
 - (e) Intra-group conflict (2 marks)
2. (a) Explain any two indicators of conflict in an organization (4 marks)
(b) Describe any three causes of stress in an organization (6 marks)
- 3 (a) A contemporary leader should bear in mind that stress cannot be avoided among employees in organizations. Explain three ways you can use to manage stress among employees (6 marks).
(b) The Bible records a conflict between Abraham and Lot (Genesis 13:1-18). Explain the cause of the conflict and how it was solved (2 marks).
(c) Briefly explain the deadlock/stalemate stage of conflict resolution (2 marks)

SECTION B: ANSWER ANY ONE QUESTION FROM THIS SECTION (10 marks)

1. As a team leader, you have discovered that there is a conflict within your team. Using one of the conflict resolution methods, explain how you will resolve it (10 marks)
2. a) Explain the difference between overt and covert conflicts (1 mark)

b) Conflicts can broadly be classified as task oriented conflict, behavioral conflict and structural conflict or process conflict. Explain the meaning of each class of conflict (9 marks)
3. Explain the transactional model of stress and coping. (10 marks)

END