

**PAN AFRICA CHRISTIAN UNIVERSITY**

**END OF SEMESTER EXAMINATION  
DIPLOMA IN LEADERSHIP  
CAMPUS: ROYSAMBU**

**DEPARTMENT: LEADERSHIP  
COURSE CODE: DLM 202**

**COURSE TITLE:  
STRESS AND CONFLICT MANAGEMENT**

**EXAM DATE: SEPTEMBER 2<sup>ND</sup>, 2020**

**TIME: 8.00 AM- 11.00 AM (ONLINE)**

## **INSTRUCTIONS**

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer **ALL** questions in Section A and **TWO** questions in Section B.

Special Exam (Total Marks 40)

**SECTION A: ANSWER ALL QUESTION FROM THIS SECTION**

1. a) Define the following terms as used in stress and conflict management:-

- (i) Stress (2 marks)
- (ii) Conflict (2 marks)
- (iii) Stressors (2 marks)

(b) Briefly explain two reasons why stress cannot be avoided (4 marks)

2. (a) State and explain three indications of conflict in an organization (6 marks)

(b) State and explain two benefits of stress (4 marks)

**SECTION B: ANSWER TWO QUESTION FROM THIS SECTION**

3. Explain the social support theory of stress management (10 marks)

4. Using examples, explain the meaning of the following classes of conflicts:-

- (a) Task oriented conflict (5 marks)
- (b) Behavioral conflict (5 marks)

5. The Bible records a conflict between Abraham and Lot (Genesis 13:1-18). Explain the cause of the conflict and how it was solved (10 marks).

6. (a) Define and explain the following stages of conflict management:-

- (i) Escalation stage (3 marks)
- (ii) Resolution stage (3 marks)

(b) Differentiate between overt and covert conflicts (1 mark)

7. Identify and explain five effects of stress to an individual (10 marks)

END