



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF LEADERSHIP, BUSINESS & TECHNOLOGY

END OF SEMESTER EXAMINATION FOR

DIPLOMA IN LEADERSHIP AND MANAGEMENT

JANUARY – APRIL 2018 SEMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: LEADERSHIP

COURSE CODE: DLM202

COURSE TITLE: STRESS AND STRESS MANAGEMENT

EXAM DATE: TUESDAY 10TH APRIL 2018

TIME: 12:30PM-2:30PM

INSTRUCTIONS

- Read all questions carefully before attempting.
- This exam script has **TWO (2)** sections.
- Write your **student number** on the answer booklet provided.
- Answer **ALL** questions in Section A and any other **ONE** question in Section B.

SECTION A: ANSWER ALL QUESTION FROM THIS SECTION

1. Define any five of the following terms as used in stress and conflict management. (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)
- (f) Stressor (2 marks)
- (g) Theory (3 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 conflict cannot be avoided in organizations and therefore, the importance of knowing how to manage it when it occurs. Discuss TWO methods you can use in managing conflict in your organization (6 marks).

(b) Identify ONE conflict in the Bible and briefly explain how it was solved (2 marks).

(c) Briefly explain the deadlock/stalemate process of conflict resolution (2 marks)

SECTION B: ANSWER ANY one QUESTION FROM THIS SECTION

- 4. 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 go about resolving it (10 marks)
- 5. You have discovered that one of your employees is stressed by personal issues. Explain how you will go about helping this employee (10 marks)
- 6. Explain the pluralist conflict theory and how it is applied in contemporary conflict resolution scenarios (10 marks)