

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:

TIME:

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) Name and explain two negative effects of conflicts in organizations (4 marks)

2. (a) State and explain three indicators of stress in organizations (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. 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) Identify and explain five stages/cycles of a conflict (10 marks)

7. Identify and explain five causes of conflicts in organizations (10 marks)

END