COURSE TITLE: **STRESS MANAGEMENT AND CONFLICT RESOLUTION**

COURSE CODE: **GC 2201**

HOURS TAUGHT: **3 HRS PER WEEK**

PREREQUISITES: **None**

PURPOSE OF COURSE

The course exposes students to stress as experienced in different contexts of life. It equips them with skills of how to help clients identify causes of stress in their lives and how to cope with stress so as to avoid its negative effects. The course further enables students to design appropriate communication strategies in an organization as a way of improving communication and avoiding any form of conflict.

EXPECTED LEARNING OUT COMES

By the end of the course, the students should be able to;

- Explain the causes of stress in organizations

- Describe how stress can be managed in different situations

- Explain what causes conflict

- Explain how conflict can be managed and avoided

COURSE CONTENT

- Concept of stress

- Sources of stress

- Sign and symptoms of stress

- Psychological reactions to stress

- Controlling physical reactions to stress

- Stress and illness

- Coping with stress

- Self management of stress

- Concept of conflict

- Causes of conflict

- Organizational /families / societal structures

- Channels of communication in organizations

- Types of conflict and strategies for conflict resolution

- Individual differences in organizational structures

- Type A and S, Locus of control

INSTRUCTIONAL MATERIALS AND / OR EQUIPMENT

- Whiteboard and Markers
- Flip Charts
- LCD Projectors
- CDs, DVDs and Tapes

COURSE ASSESSMENT

- Continuous assessment tests   20%

- Group and individual project (course work)   20%

- End-of-Semester Examination   60%

Total   **100%**

READING MATERIALS / LISTS

McConnel, J. V. (1974). Understanding Human Behaviour, Holt, Rinehart &Winston, Inc Winter, D. G (1996)

Zimbardo, P.G., weber, A. L &Johnsn, R. L. (2000). Psychology 3rd ed.   Pearson Education Company.

Wood, J. T. (2000). Interpersonal Communication : Everyday Encounters, 3rd ed; Wadsworth Group.

Newman, B. & Newman, P. (1995). Development through Life: A psychological Approach; Cole Publishing company.

Gesinde, S. A. (1999) Reading in Counseling Practicum. 3rded; Vantage Publishers (Int) Ltd.

Fisher, J. R. (2001). Berghor Handbook for Conflict Transformation. Berghof Research Centre Press, Berlin.

Kriesberg, L. (1996). Varieties of mediating activities and mediators in international relations . In Resolving International Conflicts: The Theory and Practice of Mediation, ed. J. Bercovicth. Boulder, Co: Lynne Rienner.

Klotz, A. (1995) Transforming a Pariah state: International Dimensions of the South African transition; Vol 42, No. ½, The Military and Democratic Transitions (1st Qtr. 2ndQtr, 1995)

Lederach, J. P. 1997 Building peace : sustainable Reconciliation in Divided societies. Washing, DC: United States Institute of peace.

Mitchell, C. R. (1988). The motives for mediation. " In New Approaches to International Mediation, eds. C. R Mitchell and K. Webb. NewYork:

Greenwood Press

Moore, C. W. (1996). The mediation Process: Practical Strategies for Resolving Conflict. San Francisco, CA: Jossey – Bass.

Kaye, K. (1994). Workplace Wars and How to End them: Turning Personal Conflict into productive Teamwork. New York: AMACOM.