

HRM-SIV-18 STRESS AND CONFLICT MANAGEMENT

Class Days: **Monday & Thursday**

Course Teacher: **Dr. Anjali Gandhi / Shaad Habeeb**

Class in a day: **2**

Total No. of Classes from 20th Jan 2014 – 28th April 2014 (excluding fieldwork and holidays): **40**

Total No. of days: **20**

Unit I : Understanding Stress						
Day No.	Date	Day	Topic & Topic No.	Topic of the Day	Suggested Reading	Class No.
1	20-Jan-14	Monday	1. Stress, Crisis and Burnout: Concept and Factors	Stress	(Section II) Chauhan, D., (2002), <i>Managing Executive Stress: An Approach to Self Development</i> , Excel Books, New Delhi.	1,2
2	23-Jan-14	Thursday		Crisis	(Chapter 1) Kanel, Kristi, (2012). <i>A Guide to Crisis Intervention</i> (4 ed.). California: Brooks/Cole, Cengage Learning	3,4
3	27-Jan-14	Monday		Burnout	(Chapter 29) Rao, V. S. P (2010). <i>Human Resource Management: Text and Cases</i> (3 ed.). New Delhi: Excel Books.	5,6
4	30-Jan-14	Thursday	2. Life events, stress and work life balance	Life Events	Pestonjee, D M., (1999), <i>Stress and Coping: The Indian Experience</i> , Second Edition, Sage Publications, New Delhi	7,8
5	3-Mar-14	Monday		Stress an Work Life Balance	(Chapter 15) Gatchel, R. J., & Schultz, I. Z. (2012). Work-Family Balance Issues and Work-Leave Policies. In <i>Handbook of occupational health and wellness</i> . New York: Springer US.	9,10
6	6-Mar-14	Thursday	3. Theories of stress and Stressors	Theories of Stres	(Chapter 2) Gatchel, R. J., & Schultz, I. Z. (2012). Theories of Psychological Stress at Work. In <i>Handbook of occupational health and wellness</i> . New York: Springer US.	11,12

7	10-Mar-14	Monday		Stressors	(Chapter 1) Girdano, D. A., Dusek, D. and Everly, G. S. 2012. <i>Controlling Stress and Tension</i> (9 ed.). San Francisco: Pearson	13,14
8	13-Mar-14	Thursday	4. Manifestations of Stress	Manifestations of Stress	(Chapter 3) Girdano, D. A., Dusek, D. and Everly, G. S. 2012. <i>Controlling Stress and Tension</i> (9 ed.). San Francisco: Pearson	15,16
9	20-Mar-14	Thursday			(Chapter 6) Girdano, D. A., Dusek, D. and Everly, G. S. 2012. <i>Controlling Stress and Tension</i> (9 ed.). San Francisco: Pearson	17,18
Unit II : Understanding Organizational Conflict						
10	24-Mar-14	Monday	1. Conflict: Concept , sources and theories	Concept , sources and theories	(Chapter 15) Stephen P Robbins, T. A. (2007). <i>Organizational Behavior 12ed.</i> New Delhi: Prentice Hall of India.	19,20
11	27-Mar-14	Thursday	2. Dimensions and manifestations of conflict	Dimensions and manifestations of conflict	(Part III, Chapter 12) Nora Doherty, M. G. (2008). <i>The Essential Guide to Workplace Mediation and Conflict Resolution : Rebuilding Working Relationships.</i> London: Kogan Page.	21,22
12	31-Mar-14	Monday	3. Functional and Dysfunctional Conflict	Functional and Dysfunctional Conflict	(Chapter 15) Stephen P Robbins, T. A. (2007). <i>Organizational Behavior 12ed.</i> New Delhi: Prentice Hall of India.	23,24
13	3-Apr-14	Thursday	4. Levels of conflict- individual, inter and intra group	Levels of conflict- individual, inter and intra group	(Chapter 55, Part 9), Armstrong, M. (2012). <i>Armstrong's Handbook of Human Resource Management Practice</i> (12 ed.). New Delhi: KoganPage	25,26
Unit III : Coping with Stress and Conflict						
14	7-Apr-14	Monday	1. Concept and mechanisms of coping (individual, social sub-system, organization, professional services)	Individual	(Chapter 19) Stephen P Robbins, T. A. (2007). <i>Organizational Behavior 12ed.</i> New Delhi: Prentice Hall of India.	27,28
				Organization	(Chapter 29) Rao, V. S. P (2010). <i>Human Resource Management: Text and Cases</i> (3 ed.). New Delhi: Excel Books.	

15	10-Apr-14	Thursday		Social Sub-System,	Lackey, Gerald F. "Stress, Stress Theories" Blackwell's Encyclopedia of Sociology,	29,30
16	14-Apr-14	Monday	2. Coping and managing stress	Coping and Managing Stress	Pestonjee, D M., (1999), <i>Stress and Coping: The Indian Experience</i> , Second Edition, Sage Publications, New Delhi	31,32
17	17-Apr-14	Thursday	3. Conflict prevention and management	Conflict prevention and	M S Satish Chandra, <i>Conflict Management</i> . New Delhi: Neha Publishers & Distributors	33,34
18	21-Apr-14	Monday				35,36
19	24-Apr-14	Thursday	4. Negotiation and mediation for conflict resolution	Negotiation	(Chapter 15) Stephen P Robbins, T. A. (2007). <i>Organizational Behavior 12ed</i> . New Delhi: Prentice Hall of India.	37,38
20	28-Apr-14	Monday		Mediation	<i>Workplace Mediation and Conflict Resolution : Rebuilding Working Relationships</i> . London: Kogan Page.	39,40