

TEACHING PLAN (July 2014 to April 2015)
HRM-SIV-18 Stress and Conflict Management

Course Teacher: Prof. S.M. Sajid **Max Marks: 100(25/75)**

Transaction time: 4 periods per week (45 Minutes each)

Internal Assessment

- a) One skill laboratory (10 marks) : Negotiation and Mediation
- b) Assignments (15 marks): **To be decided**

At the end of the course, the student shall be able to:

- 1. Understand the importance of stress and coping strategies for HR.
- 2. Appreciate the need for managing conflicts at individual, intra-and inter- organizational levels.

Week 1.

Stress, Crisis and Burnout : Concepts and Factors

References:

- Pestonjee, D M., (1999), *Stress and Coping: The Indian Experience*, Second Edition, Sage Publications, New Delhi.
- Rosson, Slaw, (1987), *The Human Side of Organisation* New York: Harper & Row
- Rush, John A., (1999), *Stress and Emotional health; Application of Clinical anthropology*, Auburn House Publications.

Week 2:

Stress, Crisis and Burnout : Concepts and Factors

References:

- Pestonjee, D M., (1999), *Stress and Coping: The Indian Experience*, Second Edition, Sage Publications, New Delhi.
- Rosson, Slaw, (1987), *The Human Side of Organisation* New York: Harper & Row

Rush, John A., (1999), *Stress and Emotional health; Application of Clinical anthropology*, Auburn House Publications.

Week 3:

Life events
Theories of stress and Stressors

References

Pestonjee, D M., (1999), *Stress and Coping: The Indian Experience*, Second Edition, Sage Publications, New Delhi.

Rosson, Slaw, (1987), *The Human Side of Organisation* New York: Harper & Row

Rush, John A., (1999), *Stress and Emotional health; Application of Clinical anthropology*, Auburn House Publications

Week 4:

Theories of stress and Stressors
stress and work life balance

References

Pestonjee, D M., (1999), *Stress and Coping: The Indian Experience*, Second Edition, Sage Publications, New Delhi.

Rosson, Slaw, (1987), *The Human Side of Organisation* New York: Harper & Row

Rush, John A., (1999), *Stress and Emotional health; Application of Clinical anthropology*, Auburn House Publications

Week 5:

stress and work life balance

References

Cartwright, S, C. L. Cooper, (1997), *Managing Workplace Stress*, Sage Publications, New Delhi.

Chauhan, D., (2002), *Managing Executive Stress: An Approach to Self Development*, Excel Books, New

Pestonjee, D M., (1999), *Stress and Coping: The Indian Experience*, Second Edition, Sage Publications, New Delhi.

Rosson, Slaw, (1987), *The Human Side of Organisation* New York: Harper & Row

Rush, John A., (1999), *Stress and Emotional health; Application of Clinical anthropology*, Auburn House Publications

Week 6:

Manifestations of Stress

References

Cartwright, S, C. L. Cooper, (1997), *Managing Workplace Stress*, Sage Publications, New Delhi.
Chauhan, D., (2002), *Managing Executive Stress: An Approach to Self Development*, Excel Books, New

Pestonjee, D M., (1999), *Stress and Coping: The Indian Experience*, Second Edition, Sage Publications, New Delhi.

Rosson, Slaw, (1987), *The Human Side of Organisation* New York: Harper & Row

Rush, John A., (1999), *Stress and Emotional health; Application of Clinical anthropology*, Auburn House Publications

Week 7:

Conflict: Concept and Sources

.

References

Jeong, Ho-Won, (2000) *Peace and Conflict Studies: An Introduction*, Ashgate Publishers Ltd., Hants & Burlington.

James Schellenberg. (1996) *Conflict Resolution: Theory, Research, Practice*. State University of New York Press, New York.

Week 8:

Conflict: Theories

References:

Jeong, Ho-Won, (2000) *Peace and Conflict Studies: An Introduction*, Ashgate Publishers Ltd., Hants & Burlington.

James Schellenberg. (1996) *Conflict Resolution: Theory, Research, Practice*. State University of New York Press, New York.

Week-9:

Dimensions and manifestations of conflict
Functional and Dysfunctional Conflict

References:

Jeong, Ho-Won, (2000) *Peace and Conflict Studies: An Introduction*, Ashgate Publishers Ltd., Hants & Burlington.

James Schellenberg. (1996) *Conflict Resolution: Theory, Research, Practice*. State University of New York Press, New York.

Jeong, Ho-Won, (2010) *Conflict Management and Resolution: An Introduction*, Routledge, New York.

Week 10:

Levels of conflict- individual, inter and intra group

References:

Jeong, Ho-Won, (2000) *Peace and Conflict Studies: An Introduction*, Ashgate Publishers Ltd., Hants & Burlington.

James Schellenberg. (1996) *Conflict Resolution: Theory, Research, Practice*. State University of New York Press, New York.

Jeong, Ho-Won, (2010) *Conflict Management and Resolution: An Introduction*, Routledge, New York.

Week 11:

Concept and mechanisms of coping (individual, social sub-system, organization, professional **services**).

References:

Cartwright, S, C. L. Cooper, (1997), *Managing Workplace Stress*, Sage Publications, New Delhi.

Chauhan, D., (2002), *Managing Executive Stress: An Approach to Self Development*, Excel Books, New Delhi.

Coleman, V., (1988), *Stress Management Techniques: Managing People for Healthy Profits*, Mercury Business Books, London.

Epstein, Robert, (2000), *The Big Book of Stress Relief Games*, Mc Graw Hill Publications.

Pestonjee, D M., (1999), *Stress and Coping: The Indian Experience*, Second Edition, Sage Publications, New Delhi.

Week 12:

Coping and managing stress

References:

Cartwright, S, C. L. Cooper, (1997), *Managing Workplace Stress*, Sage Publications, New Delhi.

Chauhan, D., (2002), *Managing Executive Stress: An Approach to Self Development*, Excel Books, New Delhi.

Coleman, V., (1988), *Stress Management Techniques: Managing People for Healthy Profits*, Mercury Business Books, London.

Epstein, Robert, (2000), *The Big Book of Stress Relief Games*, Mc Graw Hill Publications.

Pestonjee, D M., (1999), *Stress and Coping: The Indian Experience*, Second Edition, Sage Publications, New Delhi.

Week 13:

Conflict prevention and management

References:

Fisher, Simon et al, (2000) *Working with Conflict: Skills & Strategies for Action*, Zed Books & Responding to Conflict, New York.

Tidwell, Alan C., (1998) *Conflict Resolved: A Critical Assessment of Conflict Resolution*, Pinter, London & New York.

Miall, Hugh, Ramsbotham, Oliver & Woodhouse, Tom, (1999) *Contemporary Conflict Resolution*, Cambridge, UK.

Jeong, Ho-Won, (2010) *Conflict Management and Resolution: An Introduction*, Routledge, New York.

Week 14:

Negotiation and mediation for conflict resolution

References:

Fisher, Simon et al, (2000) *Working with Conflict: Skills & Strategies for Action*, Zed Books & Responding to Conflict, New York.

Kraybill, Ron *et al.*,(2001) *Peace Skills: Manual for Community Mediators*, Jossey-Bass, San Francisco.
Ury, William and Fisher, Roger w/ Patton, Bruce (ed.), (1991, 2nd edition) *Getting to Yes*, Penguin Books, New York,

Readings:

1. Cartwright, S, C. L. Cooper, (1997), *Managing Workplace Stress*, Sage Publications, New Delhi.
2. Chauhan, D., (2002), *Managing Executive Stress: An Approach to Self Development*, Excel Books, New Delhi.
3. Coleman, V., (1988), *Stress Management Techniques: Managing People for Healthy Profits*, Mercury Business Books, London.
4. Epstein, Robert, (2000), *The Big Book of Stress Relief Games*, Mc Graw Hill Publications.
5. Pestonjee, D M., (1999), *Stress and Coping: The Indian Experience*, Second Edition, Sage Publications, New Delhi.
6. Rosson, Slaw, (1987), *The Human Side of Organisation* New York: Harper & Row
7. Rush, John A., (1999), *Stress and Emotional health; Application of Clinical anthropology*, Auburn House Publications.
8. Jeong, Ho-Won, (2000) *Peace and Conflict Studies: An Introduction*, Ashgate Publishers Ltd., Hants & Burlington.
9. Fisher, Simon *et al.*, (2000) *Working with Conflict: Skills & Strategies for Action*, Zed Books & Responding to Conflict, New York.
10. Tidwell, Alan C., (1998) *Conflict Resolved: A Critical Assessment of Conflict Resolution*, Pinter, London & New York.
11. Miall, Hugh, Ramsbotham, Oliver & Woodhouse, Tom, (1999) *Contemporary Conflict Resolution*, Cambridge, UK.
12. James Schellenberg. (1996) *Conflict Resolution: Theory, Research, Practice*. State University of New York Press, New York.
13. Jeong, Ho-Won, (2010) *Conflict Management and Resolution: An Introduction*, Routledge, New York.
14. Kraybill, Ron *et al.*,(2001) *Peace Skills: Manual for Community Mediators*, Jossey-Bass, San Francisco.
15. Ury, William and Fisher, Roger w/ Patton, Bruce (ed.), (1991, 2nd edition) *Getting to Yes*, Penguin Books, New York,