



BUSINESS MANAGEMENT
 LAP 17.2—Chapter 17.2
 Managing Conflict and Stress
 Stress in the Workplace

Name _____
 Period _____
 Date Started _____
 Date Completed _____

DoDEA Standards

- ◆PT2e Evaluate information critically and completely.
- ◆PT4c Use information accurately and creatively.
- ◆PT5f Develop the ability to market the assets each individual has.
- ◆PT6a Demonstrate interpersonal, teamwork, and leadership skills necessary to function in diverse and multicultural settings.

Objectives

- ◆ Understand the sources of conflict that exist in the workplace.
- ◆ Recognize how managers can resolve conflicts among their employees.
- ◆ Understand the sources and effects of stress and burnout in the workplace.
- ◆ Identify the kinds of programs businesses set up to deal with employee problems.
- ◆ Know how to use stress-management techniques to reduce the level of stress.

Resource

Text: Business Management
 Student Workbook and materials for above
 Chapter 17, Managing Conflict and Stress (17.2—Stress in the Workplace)

Time Frame

5 hours

Introduction

In Chapter 17, Part 17.2, you will learn the positive effects of workplace stress, the negative effects of workplace stress, the sources and causes of workplace stress, how and why some employees experience professional burnout, how businesses help their employees manage and prevent stress and related problems.

Assignments

Where appropriate and possible, written answers must be in complete sentences and keyed. Turn in completed activities as directed by instructor.

_____ Text: Read Section 17.2, pages 400-407, Stress in the Workplace. Remember to key answers to the BusinessWeek Management Model critical thinking and decision making on page 401.

_____ Text: Section 17.2 Assessment, p. 407. Key answers to critical thinking questions and the case analysis.

_____ Workbook: Complete Chapter 17 Review, pages 251-253 and page 257-258.

- _____ Internet Extension (Conflict Management) pages 53-54: Reminder: All DoDEA and School Internet Contract Rules apply to all assignments done on the Internet. Complete all questions.
- _____ Text: Chapter 17 Assessment, p. 409, Applying Management Principles. Prepare as directed.
- _____ Internet Text Activity: BusinessWeek Online, page 409. Complete as directed. Complete as directed except prepare a one-page report highlighting strategies. (You will not be presenting to the class).
- _____ Workbook: Complete Chapter 17 PowerPoint Application, pages 262-264. Follow directions carefully and fill in your interpretation of your results and conclusions.
- _____ Workbook: Chapter 17 Self-Assessment: Using the text, complete self-assessment, pages 259-261
- _____ **See the instructor for the Chapter 17 Test.**

Self Assessment - "I/I can . . . "

- _____ Understand the sources of conflict that exist in the workplace.
- _____ Recognize how managers can resolve conflicts among their employees.
- _____ Understand the sources and effects of stress and burnout in the workplace.
- _____ Identify the kinds of programs businesses set up to deal with employee problems.
- _____ Know how to use stress-management techniques to reduce the level of stress.