



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Conflict and Stress Management							
Course Code		ÇMH205		Couse Level		Short Cycle (Associate's Degree)			
ECTS Credit	4	Workload	100 (<i>Hours</i>)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		This course aims to teach the students basic concepts and basic concepts of conflict and stress management.							
Course Content		Stress Concepts and Effects on Human Body, Psychosomatic Stress Model, Stress and Personality, Various Types of Behavioral Characteristics, Stress Indicators and Effects, Physical Stress Symptoms, Behavioral Stress Symptoms, Psychological Stress Symptoms, Stress Sources, Individual Strategies in Being Stressed, Reducing Organizational Stress Duties to the Manager.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Case Study					
Name of Lecturer(s)									

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading

1	General Communication, Assoc.Dr.Hasan Tutar
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Week	Weekly Detailed Course Contents	
1	Theoretical	Conflict Concept
2	Theoretical	Stages of the Conflict
3	Theoretical	Causes of Conflict
4	Theoretical	Conflict Management Styles
5	Theoretical	Conflict Resolution Process
6	Theoretical	Stress Management
7	Theoretical	Stress Responses
8	Intermediate Exam	Midterm
9	Theoretical	Causes of Stress
10	Theoretical	Personal Stress Factors
11	Theoretical	Stress Management Methods
12	Theoretical	Stress in Organizations
13	Theoretical	Being Affordable with Organizations
14	Theoretical	Being Affordable with Organizations
15	Theoretical	An overview

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Assignment	15	0	2	30
Individual Work	10	0	2	20
Midterm Examination	1	10	1	11
Final Examination	1	10	1	11
Total Workload (Hours)				100
[Total Workload (Hours) / 25*] = ECTS				4
*25 hour workload is accepted as 1 ECTS				

Learning Outcomes

1	Students can describe the basic concepts of stress.
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2	Students can cope with stress and manage stress.
3	Students can analyze the reasons leading to the strasse.
4	Students will be able to learn the concept of conflict.
5	Students can learn the factors that cause conflict.

Programme Outcomes (Call Center Services)

1	Ability to use information and communication technology tools and other professional tools and techniques
2	Ability to plan and implement professional processes
3	Foreign language communication skills
4	Professional confidence
5	Entrepreneurship Skills
6	Ability to use theoretical domain knowledge in practice
7	Ability to manage a process to meet requirements
8	Work skills in teams, including interdisciplinary
9	Ability to identify and solve problems in professional practice
10	Professional ethics and accountability

Contribution of Learning Outcomes to Programme Outcomes 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1	L2	L3	L4	L5
P1	5	5	5	5	5
P2	5	4	4	4	4
P4	5	5	5	5	5
P5	5	5	5	5	5
P6	4	4	4	4	4
P7	4	4	4	4	4
P8	3	3	3	3	3
P9	3	5	5	5	5
P10	5	5	5	5	5

