

Course Descriptions NonDegree 2013-2014

Course Title	Crisis Management in Organisations							
Course Code	EBC2100							
ECTS Credits	6,5							
Assessment	None							
Period	Period	Start	End	Mon	Tue	Wed	Thu	Fri
	1	2-9-2013	25-10-2013		X			X
Level	Intermediate							
Coordinator	Bert Schreurs For more information: b.schreurs@maastrichtuniversity.nl							
Language of instruction	English							
Goals	<p>After successfully completing this course, students should be able to:</p> <p>Understand the nature and types of Organisational crises;</p> <p>Discuss the possible outcomes of Organisational crises;</p> <p>Recognize how individual, social/Organisational/cultural, and technological factors have contributed to the emergence of Organisational crises;</p> <p>Explain which factors help in preventing, containing, and resolving Organisational crises;</p> <p>Appreciate the role of individual/group decision-making, communication, and leadership in the crisis management process.</p>							
Description	<p>The aim of this course is to provide you with an understanding of the phenomenon crisis, its attributes, and to discuss ideas on what can help us to avoid and handle a crisis intelligently. An enormous amount of articles have been written on how to solve crises situations. Often these solutions are presented in easy to use -to do- lists. Unfortunately, solving Organisational crises is not that simple. This course presents a clear framework that may help you to understand how Organisational crises arise, and aims to give you more insight in the complexity of crisis management. The course consists of three main parts. In the first part, we discuss the psychological, social-cultural and technological-structural causes of an Organisational crisis. In the second part, we examine to what extent Organisations can prevent or plan for crises. In the last part, we study how Organisations can cope with a crisis once it has hit, thereby focusing on crisis communication, leadership and Organisational learning.</p>							
Literature	<p>The literature in this course is of an advanced level as it draws from frontline scientific journals that often can be challenging. Furthermore, you are required to apply the literature to real life crisis situations (e.g., BP oil spill, Chernobyl).</p>							
Prerequisites	An advanced level of English							
Teaching methods	PBL / Presentation / Lecture / Assignment / Groupwork							
Assessment methods	Participation / Written Exam							
Evaluation in previous academic year	For the complete evaluation of this course please click http://iwio-sbe.maastrichtuniversity.nl/rapporten.asp?referrer=codeUM							
This course belongs to the following programme / specialisation	Bachelor Economics and Business Economics Specialisation Economics and Management of Information		Free Electives					
	Bachelor Economics and Business Economics Specialisation International Business Economics		Major Organisation					
	Bachelor Economics and Business Economics Specialisation International Economic Studies		IBE Electives					
	Bachelor International Business		Business Electives					
	Bachelor International Business		Major Organisation					
	SBE Exchange Bachelor		Bachelor Courses					
	SBE Exchange Master		Bachelor Courses					
	SBE Non Degree Courses		Bachelor Courses					