Course Descriptions None 2015-2016

Course Title	Crisis Management in Organisations
Course Code	EBC2100
ECTS Credits	6,5
Assessment	Whole/Half Grades

Period

Period	Start	End	Mon	Tue	Wed	Thu	Fri
1	31-8-2015	23-10-2015		X			X

Level	Intermediate
Coordinator	Bert Schreurs For more information:b.schreurs@maastrichtuniversity.nl
Language of instruction	English
Goals	After successfully completing this course, students should be able to: Understand the nature and types of Organisational crises; Discuss the possible outcomes of Organisational crises; Recognize how individual, social/Organisational/cultural, and technological factors have contributed to the emergence of Organisational crises; Explain which factors help in preventing, containing, and resolving Organisational crises; Appreciate the role of individual/group decision-making, communication, and leadership in the crisis management process.
Description	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. A crisis is a low probability, high-impact event that threatens the viability of the Organisation and is characterized by ambiguity of cause, effect and means of resolution, as well as by a belief that decisions must be made swiftly. Well-known examples are the BP oil spill and the Chernobyl disaster (hence, this is not a course about financial crises!). 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.
Literature	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.
Prerequisites	An advanced level of English
Teaching methods	PBL / Presentation / Lecture / Assignment / Papers / Groupwork
Assessment methods	Final Paper / Attendance / Participation
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	IBE Electives
Bachelor Economics and Business Economics Specialisation Economics and Management of Information	Free Electives
Bachelor Economics and Business Economics Specialisation International Business Economics	Business Elective
Bachelor Economics and Business Economics Specialisation International Business Economics	Major Organisation
Bachelor International Business Specialisation Emerging Markets	Major Organisation
Bachelor International Business	Business Electives (Major Accounting)
Bachelor International Business	Business Electives (Major Finance)
Bachelor International Business	Business Electives (Major Information Management)
Bachelor International Business	Business Electives (Major Marketing)
Bachelor International Business	Business Electives (Major Strategy)
Bachelor International Business	Business Electives (Major Supply Chain Management)
Bachelor International Business	Major Organisation
SBE Exchange Bachelor	Bachelor Exchange Courses
SBE Exchange Master	Bachelor Exchange Courses
SBE Non Degree Courses	Bachelor Courses