Course Descriptions None 2018-2019

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	3-9-2018	26-10-2018		X			X

Level	Intermediate
Coordinator	Catarina Marques dos Santos For more information:c.marquesdossantos@maastrichtuniversity.nl
Language of instruction	English
Goals	After successfully completing this course, students should be able to: •understand the nature and types of organizational crises; •discuss the possible outcomes of organizational crises; •recognize how individual, social/organizational/cultural, and technological factors have contributed to the emergence of organizational crises; •explain which factors help in preventing organizational crises; •explain which factors help in containing and resolving organizational crises; •appreciate the role of individual/group decision-making, communication, and leadership in the crisis management process; •appreciate the challenges in coping with uncertainty.
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 organization 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 crisis situations. Often these solutions are presented in easy to use -to do- lists. Unfortunately, solving organizational crises is not that simple. The objective of this course is to offer you a clear framework that helps you in understanding how organizational crises arise, and to give you more insight in the complexity of crisis management. The course consists of two main parts: (1) conditions that affect the vulnerability to an organizational crisis; and (2) crisis management. The first part concentrates on the factors that make an organization crisis prone. We thereby focus on human nature; social-cultural causes; and organizational-technological causes. The second part discusses crisis management. We will discuss what organizations can do to prevent crises, and how to contain and resolve organizational crises. Specific attention will be paid to crisis decision making by individuals and groups; communication, and leadership in times of crises.
Literature	The literature in this course is of an advanced level as it draws from frontline scientific journals that often can be challenging. Furthermore, students are required to apply the literature to real-life crisis situations.
Prerequisites	An advanced level of English
Teaching methods	PBL / Presentation / Lecture / Assignment / Papers
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 - Economics	IBE Electives
Bachelor Economics and Business Economics - Emerging Markets	Business Electives
Bachelor Economics and Business Economics - Emerging Markets	Major Organisation
Bachelor Economics and Business Economics - Economics and Management of Information	Free Electives
Bachelor Economics and Business Economics - International Business Economics	Business Electives
Bachelor Economics and Business Economics - International Business Economics	Major Organisation
Bachelor International Business - 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