Course Descriptions None 2023-2024

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	4-9-2023	20-10-2023		X			X

Level	Intermediate/Advanced
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.
Description	Organizations increasingly face diverse types of crises, such as natural disasters, accidents, scandals, employee discrimination, or cyber-attacks, which have implications for organizations' life. Crises threaten the core values and goals of an organization, the survival of an organization, and people's safety. Crises have negative, long-term consequences for organizations' functioning, profitability, legal system, reputation, and human resource management systems. Nevertheless, organizational crises are also an opportunity for organizational learning. Managing organizational crises is, therefore, complicated and challenging, as it is difficult for organizations, leaders, and individuals to perform under urgent, ambiguous, stressful, and emotional situations. This course aims to offer you a clear framework that helps you understand how organizational crises arise and give you more insight into 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 focus on human, social-cultural, and organizational-technological causes. The second part discusses crisis management. We discuss what organizations can do to prevent crises and how to contain and resolve organizational crises.
Literature	The course literature draws from frontline scientific journals in the social sciences.
Prerequisites	An advanced level of English
Teaching methods	PBL / Presentation / Lecture / Skills
Assessment methods	Attendance / Participation / Presentation / Take home 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 - Economics	Year 3 Business Elective(s
Bachelor Economics and Business Economics - Emerging Markets	Year 3 Elective Course(s)
Bachelor Economics and Business Economics - Economics and Management of Information	Year 2+3 Elective Course(s)
Bachelor Economics and Business Economics - International Business Economics	Year 3 Business Elec(s) - Maj Inf Mgmt
Bachelor Economics and Business Economics - International Business Economics	Year 3 Business Elec(s) - Maj Macro
Bachelor Economics and Business Economics - International Business Economics	Year 3 Business Elec(s) - Maj Micro
Bachelor Economics and Business Economics - International Business Economics	Year 3 Core Course(s) - Maj Org
Bachelor International Business - Emerging Markets	Year 3 Elective Course(s)
Bachelor International Business	Year 3 Business Elec(s) - Maj Accounting
Bachelor International Business	Year 3 Business Elec(s) - Maj Finance
Bachelor International Business	Year 3 Business Elec(s) - Maj Inf Mgmt
Bachelor International Business	Year 3 Business Elec(s) - Maj Marketing
Bachelor International Business	Year 3 Business Elec(s) - Maj SCM
Bachelor International Business	Year 3 Business Elec(s) - Maj Strategy
Bachelor International Business	Year 3 Core Course(s) - Maj Org
SBE Exchange Bachelor	Bachelor Exchange Courses
SBE Exchange Master	Bachelor Exchange Courses
SBE Non Degree Courses	Bachelor Courses
Pre-master International Business specialisation Organisation: Management, Change and Consultancy	Disciplinary Course(s)