Course Descriptions None 2026-2027

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	31-8-2026	16-10-2026		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.
Transitional Regulations	<ul class="trcohorts"> - Bachelor Economics and Business Economics - Economics and Management of Information [2024-2025 or earlier] - Bachelor Economics and Business Economics - International Business Economics - Major Information Management [2024-2025 or earlier] - Bachelor Economics and Business Economics - International Business Economics - Major Macroeconomics [2024-2025 or earlier] - Bachelor Economics and Business Economics - International Business Economics - Major Microeconomics [2024-2025 or earlier] - Bachelor Economics and Business Economics - International Business Economics - Major Organisation [2024-2025 or earlier] - From 2025-2026 onwards, education and exam/resit opportunities are offered. Alternative options may be available. See the Bachelor EER 2025-2026 Appendix I Article 16 for more information. <table><col style="width: 200px;"><col style="width: 120px;"><col style="width: 120px;"><col><thead><tr><th>Academic Year</th><th>Education</th><th>Exam/Resit</th><th>Replacement(s)</th></tr></thead><tbody><tr><td>2025-2026 onwards</td><td>X</td><td>X</td><td>See the Bachelor EER 2025-2026 Appendix I Article 16 for more information</td></tr></tbody></table> <ul class="trcohorts"> - Bachelor International Business - Major Accounting [2024-2025 or earlier] - Bachelor International Business - Major Finance [2024-2025 or earlier] - Bachelor International Business - Major Information Management [2024-2025 or earlier] - Bachelor International Business - Major Marketing [2024-2025 or earlier] - Bachelor International Business - Major Strategy [2024-2025 or earlier] - Bachelor International Business - Major Supply Chain Management [2024-2025 or earlier] - From 2025-2026 onwards, education and exam/resit opportunities are offered. Alternative options may be available. See the Bachelor EER 2025-2026 Appendix I Article 18 for more information. <table><col style="width: 200px;"><col style="width: 120px;"><col style="width: 120px;"><col><thead><tr><th>Academic Year</th><th>Education</th><th>Exam/Resit</th><th>Replacement(s)</th></tr></thead><tbody><tr><td>2025-2026 onwards</td><td>X</td><td>X</td><td>See the Bachelor EER 2025-2026 Appendix I Article 18 for more information</td></tr></tbody></table>
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 Electives
Bachelor Economics and Business Economics - Emerging Markets	Year 3 Elective Courses
Bachelor Economics and Business Economics - Economics and Management of Information	In transition - Year 2+3 Elective Courses
Bachelor Economics and Business Economics - Economics and Management of Information	Year 3 Free Elective
Bachelor Economics and Business Economics - International Business Economics	In transition - Maj Inf Mgmt - Business Elec
Bachelor Economics and Business Economics - International Business Economics	In transition - Maj Macro - Business Elec
Bachelor Economics and Business Economics - International Business Economics	In transition - Maj Micro - Business Elec
Bachelor Economics and Business Economics - International Business Economics	In transition - Maj Org - Core Courses
Bachelor Economics and Business Economics - International Business Economics	Year 3 Business Elective
Bachelor International Business - Emerging Markets	Year 3 Elective Courses
Bachelor International Business	In transition - Maj Accounting - Business Elec
Bachelor International Business	In transition - Maj Finance - Business Elec
Bachelor International Business	In transition - Maj Inf Mgmt - Business Elec
Bachelor International Business	In transition - Maj Marketing - Business Elec
Bachelor International Business	In transition - Maj SCM - Business Elec
Bachelor International Business	In transition - Maj Strategy - Business Elec
Bachelor International Business	Year 3 Core Courses - 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	Compulsory Courses