

Course Descriptions Exchange 2023-2024

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

| 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

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|---|--|
| 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 |
| Pre-master International Business specialisation Organisation: Management, Change and Consultancy | Disciplinary Course(s) |
| SBE Exchange Bachelor | Bachelor Exchange Courses |
| SBE Exchange Master | Bachelor Exchange Courses |
| SBE Non Degree Courses | Bachelor Courses |