

COURSE DETAIL

CRISIS MANAGEMENT IN ORGANIZATIONS

Country

Netherlands

Host Institution

Maastricht University - School of Business and Economics

Program(s)

Business and Economics, Maastricht

UCEAP Course Level

Upper Division

UCEAP Subject Area(s)

Economics Business Administration

UCEAP Course Number

119

UCEAP Course Suffix**UCEAP Official Title**

CRISIS MANAGEMENT IN ORGANIZATIONS

UCEAP Transcript Title

CRISIS MGMT IN ORG

UCEAP Quarter Units

6.00

UCEAP Semester Units

4.00

Course Description

Organizations increasingly face diverse types of crises, such as natural disasters, accidents, scandals, employee discrimination, or cyber-attacks. Crises have negative, long-term consequences for organizations' functioning, profitability, legal system, reputation, and human resource management systems. 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 offers a framework to help understand how organizational crises arise and 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, such as human, social-cultural, and organizational-technological causes. The second part discusses crisis management, including what organizations can do to prevent crises and how to contain and resolve organizational crises.

Language(s) of Instruction

English

Host Institution Course Number

EBC2100

Host Institution Course Title

CRISIS MANAGEMENT IN ORGANIZATIONS

Host Institution Campus

Maastricht University

Host Institution Faculty

School of Business & Economics

Host Institution Degree

Host Institution Department

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