



Future Academy
Higher Future Institute for Specialized Technological Studies

Course Specification

1- Course information:

Course Code:	324
Course Title:	Crisis Management
Year/level	3rd level
Academic Programs	Bachelor of Business administration (English)
Contact hours/ week	Theoretical lecture: 3hrs & section:2 hrs Total:5 hrs

2- Course aims:

This course aims to provide the student with the knowledge and skills needed for effective crisis management and how to set a systematic approach to deal with the crisis by organized scientific methods, it focuses on understanding the concepts and types of crisis organizations, analyzing their impact on organizations, and exploring practical strategies and practices for managing crises systematically and effectively.

3- Intended learning outcomes of the course (ILOs):

a- Knowledge and understanding:

On successful completion of this course, the student should be able to:

- a1- Understand the fundamental concepts and principles of crisis management.
- a2- Find the various types of organizational crises that can arise.
- a3- Compare the diverse systematic methods and strategies for managing crises.
- a4- Comprehend the dynamic factors that influence crisis situations.
- a5- Interpret of crisis management theories and frameworks applicable to various organizational contexts.

b- Intellectual skills:

On completing this course, the student should be able to:

- b1- Analyze crisis situations critically and evaluate potential solutions systematically.
- b2- Use the research skills to explore case studies and identify best practices in crisis management.
- b3- Differentiate between various types of crises needed for developing strategic plans for crisis response.

b4 - Apply of problem-solving abilities by using theoretical knowledge to real-world crisis scenarios.

c- Professional and practical skills:

At the end of this course, the student will be able to:

- c1- Use decision-making skills under pressure during crises.
- c2- Perform communication skills to articulate crisis management strategies clearly.
- c3- Select crisis simulations to practice and refine response strategies.
- c4- Classify skills to design and implement effective crisis response programs.

d- General and transferable skills:

On successful completion of this course, the student should be able to:

- d1- Locate information technology and innovation to develop effective organizations crisis response.
- d2- Demonstrate interpersonal skills to foster collaboration and teamwork among students.
- d3- Use adaptability and agility to quick respond to dynamic circumstances.
- d4- Demonstrate time management skills to prioritize tasks effectively during crisis situations.

4- Course contents

Topics/units	Number of hours		ILO's
	Lecture hours	Practical hours	
Introduction to Crisis Management	3hrs	2hrs	a1, b1,
Principles of Crisis Management	3hrs	2hrs	a1, b1,
Types of Organizational Crises	3hrs	2hrs	A2, b3
Developing a Systematic Crisis Program	3hrs	2hrs	b3,c1, d4,
Methods and Approaches of Crisis Management	3hrs	2hrs	a3,
Managerial Patterns in Crisis Management	3hrs	2hrs	a5,
The Role of Crisis Communication	3hrs	2hrs	a3, c2
Crisis Simulation Exercises	3hrs	2hrs	c3
Global Crisis Management	3hrs	2hrs	a5,d5
Ethical Considerations in Crisis Management	3hrs	2hrs	a1
Leadership in Crisis Management	3hrs	2hrs	a4,c1, d4
Post-Crisis Evaluation	3hrs	2hrs	a4,c3, d3
Case Studies in Crisis Management	3hrs	2hrs	b2, b4,c2,

5- Teaching and learning methods

Methods	ILOs																	
	a1	a2	a3	a4	a5	b1	b2	b3	b4	b5	c1	c2	c3	c4	d1	d2	d3	d4
Lectures	√	√	√				√					√						

Practical sections/Tutorials					√					√								√
Self-learning						√					√		√					
Assays and reviews				√													√	
Discussion groups									√					√				
Problem-solving																		√
E-learning																		
Blended learning																		

6- Teaching and learning methods for Low-achieving students

- Extra teaching hours for those who need help
- More quizzes to assess their ability for understanding the course
- Encourage the team work for those students with other advanced ones to increase their participation and understanding

7- Student assessment

Assessment method	Time	Grade weight (%)	Week	ILOs
Course Work (Tutorial Exercise and Assignments)		10	Every week	b3,c, d1
Quiz 1	1	10	Week#4	a1,b2
Mid-term exam	1	20	Week#7	a1,a2,a3
Quiz 2	1	10	Week#11	b2,b3
Final Written exam	2	50	----	a2,a4,a5

8-List of references

8.1. Student notebooks:

Lectures

8.2. Essential textbooks:

Pursiainen, C. (2017). *The Crisis Management Cycle* (1st ed.). Taylor & Francis. ISBN 978-1138643888.

8.3. Recommended textbooks:

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8.4. Journals, Periodical and Reportsetc.

Journal of Crisis Management (*JCM*)

Journal of Contingencies and Crisis Management

8.5. Websites

https://www.youtube.com/watch?time_continue=2&v=YEJLVCuZkWg&embeds_referring_euri=https%3A%2F%2Fzoetalentsolutions.com%2F&source_ve_path=MTM5MTE3LDI4NjY2

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