Course Syllabus

1	**Course title**	Change and Crisis Management
2	**Course number**	1601444
3	**Credit hours**	3
	Contact hours (theory, practical)	3
4	**Prerequisites/corequisites**	
5	**Program title**	Business Administration
6	**Program code**	010
7	**Awarding institution**	The University of Jordan
8	**School**	Business School
9	**Department**	Business Administration
10	**Course level**	Fourth year
11	**Year of study and semester (s)**	2023-2024 / 1st Semester
12	**Other department (s) involved in teaching the course**	
13	**Main teaching language**	English
14	**Delivery method**	☐Face to face learning ☒Blended ☐Fully online
15	**Online platforms(s)**	☒Moodle ☒Microsoft Teams ☐Skype ☐Zoom ☐Others…………
16	**Issuing/Revision Date**	October 2023

17 Course Coordinator:

Name: Dr. Niveen Alsayyed

Email: N.alsayyed@ju.edu.jo

18 Other instructors:

Name: NA

19 Course Description:

This course provides students insights regarding key concepts, theoretical perspectives, essential skills and abilities, critical thinking and problem-solving skills necessary for effective change and crisis management within organizations. In this course students will be required to apply change and crisis management knowledge and skill in the development of leading change and crisis management plan and Strategy for a real-world organization.

20 Course aims and outcomes:

A- Aims:

1. Understand the relationship among organizational change, redesign, and organizational effectiveness

2. Distinguish among the major forms or types of evolutionary and revolutionary change organizations must manage

3. Describe the typical problems that arise as an organization grows and matures, and how an organization must change if it is to survive and prosper

4. Describe how innovation, creativity and technological change affect each other

5. Describe the nature of organizational conflict and understand the source of both employee resistance to and support for change.

6. Offer a framework for change implementation that encompasses multiple theories.

7. Analyze the requirements for developing future leaders in an organization.

8. Develop critical thinking and analytical skills among students that will enable them to comprehend and understand the concepts of crisis management on the national level.

9. Understand the impact of crises on the community, on the organization, and on its stakeholders.

10. Demonstrate methods of diagnosing and resolving crisis situations

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B- Students Learning Outcomes (SLOs): Upon successful completion of this course, students will be able to:				
SLOs / SLOs of the course	SLO (1) Examine the main concepts, principles and theories associated with business management and discuss a substantial body of subject-based knowledge of business.	SLO (2) Apply problem solving, critical thinking and decision-making skills to solve problems related to business management and recommend further actions.	SLO (3) Develop intellectual and transferrable personal and communication skills applicable to further study and careers.	SLO (4) Design a clearly written, concise business model analyses, and deliver clear, well organized, persuasive oral presentations.
1. Understand organizational change and the behavioral aspect of change	*			
2. Comprehend the development in the organizational theory.	*			
3. Understand the role of mutual engagement and shared Diagnosis in effective change.		*		
4. Understand organizational redesign and analyze the complexities of design choices to support change efforts	*		*	*
5. Understand the importance of people alignment for effective implementation of change.	*	*	*	
6. Identify the major structural choices faced by organizational leaders and the behavioral implications of those choices (Reinforcing new behaviors).	*	*		
7. Understand the importance of leadership as a collaborative effort in the effective implementation of organizational change.	*	*		
8. Understand the concept of sustainability and examine "going green" as an organizational transformation.	*	*		

21. Topic Outline and Schedule:

Week	Lecture	Topic	Intended Learning Outcome	Learning Methods (Face to Face/Blended/ Fully Online)	Platform	Synchronous/ Asynchronous Lecturing	Evaluation Methods	Resources
1	1.1	Introduction to change management	1	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
	1.2	Introduction to change management	1	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
2	2.1	Understand organizational change and the behavioral aspect of change	1	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
	2.2	Understand organizational change and the behavioral aspect of change	1	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
3	3.1	Comprehend the development in the organizational theory.	2	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
	3.2	Comprehend the development in the organizational theory.	2	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
4	4.1	Comprehend the development in the	2	Blended	Moodle and	2 /1	Mid Term Exam; Cases	Live Lectures; PowerPoint Slides; Online Discussion,

		organizational theory.			Microsoft Teams		discussions/ Assignments	and Main Text
	4.2	Comprehend the development in the organizational theory.	2	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
5	5.1	Understand the role of mutual engagement and shared Diagnosis in effective change	3	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
	5.2	Understand the role of mutual engagement and shared Diagnosis in effective change	3	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
6	6.1	Understand organizational redesign and analyze the complexities of design choices to support change efforts	4	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
	6.2	Understand organizational redesign and analyze the complexities of design choices to support change efforts	4	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
7	7.1	Understand organizational redesign and analyze the complexities of design choices to	4	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text

		support change efforts						
	7.2	Understand organizational redesign and analyze the complexities of design choices to support change efforts	4	Blended	Moodle and Microsoft Teams	2 /1	Mid Term Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
8	8	Mid Term Exam	1-4	Face to Face	In-class	-	Mid Term Exam	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text
9	9.1	Understand the importance of people alignment for effective implementation of change.	5	Blended	Moodle and Microsoft Teams	2 /1	Final Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion
	9.2	Understand the importance of people alignment for effective implementation of change.	5	Blended	Moodle and Microsoft Teams	2 /1	Final Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion
10	10.1	Identify the major structural choices faced by organizational leaders and the behavioral implications of those choices (Reinforcing new behaviors).	6	Blended	Moodle and Microsoft Teams	2 /1	Final Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion
	10.2	Identify the major structural choices faced by organizational	6	Blended	Moodle and Microsoft Teams	2 /1	Final Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion

		leaders and the behavioral implications of those choices (Reinforcing new behaviors).						
11	11.1	Understand the importance of leadership as a collaborative effort in the effective implementatio n of organizational change.	7	Blended	Moodle and Microsoft Teams	2 /1	Final Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion
	11.2	Understand the importance of leadership as a collaborative effort in the effective implementatio n of organizational change.	7	Blended	Moodle and Microsoft Teams	2 /1	Final Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion
12	12.1	Understand the importance of leadership as a collaborative effort in the effective implementatio n of organizational change.	7	Blended	Moodle and Microsoft Teams	2 /1	Final Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion
	12.2	Understand the importance of leadership as a collaborative effort in the effective implementatio n of	7	Blended	Moodle and Microsoft Teams	2 /1	Final Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion

		organizational change.						
13	13.1	Understand the concept of sustainability and examine "going green" as an organizational transformation.	8	Blended	Moodle and Microsoft Teams	2 /1	Final Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion
	13.2	Understand the concept of sustainability and examine "going green" as an organizational transformation.	8					
14	14.1	Revision	1-8	Blended	Moodle and Microsoft Teams	2 /1	Final Exam; Cases discussions/ Assignments	Live Lectures; PowerPoint Slides; Online Discussion
15	15	Final Exam	1-4	Face to Face	In-class	-	Mid Term Exam	Live Lectures; PowerPoint Slides; Online Discussion, and Main Text

22. Evaluation Methods:

Opportunities to demonstrate achievement of the SLOs are provided through the following assessment methods and requirements:

Evaluation Activity	Mark	Topic(s)	SLOs	Period (Week)	Platform
Quizzes, course work, and participation	30	Different	Different	Different	Moodle and Microsoft Teams
Mid – Term Exam	30	Different	1-4	Week 8	In Class
Final Exam	40	All covered topics	1-8	Week 15	In Class

23. Course Requirements

Students should have the required textbook, personal computers or smart phones in addition to activate their JU accounts.

24. Course Policies:

A- Attendance policies:

Students should attend two live classes every week at least during the semester via Microsoft Teams. Failing to meet this requirement will be dealt with according to the university disciplinary rules.

B- Absences from exams and handing in assignments on time:

Students should not miss their exam except under extreme circumstances. They are then asked and to produce evidence as an excuse for their absence signed by the assistant Dean for students' affairs.

Students should submit their assignments on dates set by their class Professor.

C- Honesty policy regarding cheating, plagiarism, misbehavior:

All the assignments and work submitted by the student must be his or her own. All actions of academic dishonesty including cheating, plagiarism or helping other students in such actions will be dealt with strictly in accordance with the university regulations

D- Grading policy:

Based on the University's grading policy

E- Available university services that support achievement in the course:

Available university services.

25. References:

A- Required book(s), assigned reading and audio-visuals:

- Bernard Burnes. (2021). Managing Change. Seventh Edition/Pearson Prentice Hall.
- Bert Spector. (2013). **Implementing Organizational Change: Theory into Practice**. Third Edition/Pearson Prentice Hall.

B- Recommended books, materials, and media:

- Additional topics related to Change and Crisis Management provided by the instructor

- Uploaded material on Moodle.

Name of Course Coordinator: Dr. Niveen Alsayyed Signature: Niveen Alsayyed Date: October 2023
Head of Curriculum Committee/Department: --------------------------- Signature: ----------------------------------
Head of Department: --- Signature: -----------------------------
Head of Curriculum Committee/Faculty: -------------------------------------- Signature: -------------------------
Dean: --- Signature: ---

26 Additional information:

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