1	**Course title**	Change and Crises Management
2	**Course number**	1606412
3	**Credit hours**	3
	Contact hours (theory, practical)	Theoretical: 3; Practical: 0
4	**Prerequisites/corequisites**	None
5	**Program title**	BA, Public Administration
6	**Program code**	1606
7	**Awarding institution**	Jordan University
8	**School**	Jordan University Business School (JUBS)
9	**Department**	Public Administration
10	**Level of course**	4th year
11	**Year of study and semester (s)**	Fall 2020
12	**Final Qualification**	Bachelor of Arts Degree
13	**Other department (s) involved in teaching the course**	None
14	**Language of Instruction**	English
15	**Teaching methodology**	☐Blended ■Online
16	**Electronic platform(s)**	☐Moodle ■Microsoft Teams ☐Skype☐Zoom ☐Others…………
17	**Date of production/revision**	Fall 2020

18 Course Coordinator:

Name: Professor Sultan N. Abu Tayeh
Office number: 24226
Phone number: 24226
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19 Other instructors: None

20 Course Description:

The issue of maintaining a state of continuous equilibrium and match between an organization and its external environment is considered to be a critical condition for the survivability of the organization and the sustainability of its competitiveness. In addition, the manner in which the organization is able to deal with the sources of change and crises surrounding it in the external environment determines its success or failure. Thus, this course aims at discussing the best tools and techniques that can be used to enable organizations to deal with its changing reality affecting them

21 Course aims and outcomes:

A- Aims:

This course aims at discussing the best tools and techniques that can be used to enable organizations

to deal with its changing reality affecting them.

Also to make students able to:

- To define a crisis and identify the four crisis stages

- To understand hazards and disasters and their implications for Crisis and Continuity

  Managers.

- To understand the composition of and resources required to create and manage

  effective crisis management teams.

- To list and discuss the major stages or steps involved in managing business crises.

B- Intended Learning Outcomes (ILOs):

Upon successful completion of this course, students will be able to:

1. Define a crisis and identify crisis stages.
2. Understand the concepts of crisis management, contingency planning, and organizational continuity, recovery and restoration and apply them to the examination of organizations through class discussions and case studies
3. Understand hazards and disasters and their implications for Crisis and Continuity Managers.
4. Understand the composition of and resources required to create and manage effective crisis management teams.
5. Understand the requirements for adequate emergency event response as related to emergency response management, business resumption and disaster and business recovery.
6. List and discuss the major stages or steps involved in managing business crises.
7. Learn and enhance students' critical and analytical thinking skills

22. Topic Outline and Schedule:

Week	Lecture	Topic	Teaching Methods*/platform	Evaluation Methods**	References
1	1.1	What is a crisis and why the need for crisis management? Significance of the Topic	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	1.2	How change occurs Creating the environment of change	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	1.3	The crisis management cycle	Lecturing online via	Exam + Participation	The selected references

		Phases, and levels of Crisis	Microsoft Teams platform			
2	2.1	Industrial Crisis Management	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references	
	2.2	Industrial Crisis Management	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references	
	2.3	Post Crisis Trauma in A natural disaster	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references	
3	3.1	Global Crisis in Public Service and administratio n	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references	
	3.2	The practice in Turkish public administratio n	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references	
	3.3	The practice in Turkish public administratio n	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references	
4	4.1	Tourism Crisis Management in Jordan: an overview	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references	
	4.2	Tourism Crisis Management in Jordan: an overview	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references	
	4.3	Risk Management	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references	
5	5.1	Risk Management	Lecturing online via	Exam + Participation	The selected references	

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			Microsoft Teams platform		
	5.2	Resilience Cycle	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	5.3	Resilience Cycle	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
6	6.1	Putting in place the right organizational and structural supports	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	6.2	Conducting crisis exercises	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	6.3	The role of leadership	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
7	7.1	Planning alone is not enough Clear structures and support mechanisms The role of leadership	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	7.2	Communications and public relations Using Web 2.0 and newer technologies in crisis management	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	7.3	Post-crisis evaluation and learning	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
8	8.1	Tourism Recovery from Security	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	8.2	Resources and References for Risk,	Lecturing online via	Exam + Participation	The selected references

		Crisis and Recovery	Microsoft Teams platform		
	8.3	Crisis Management and Policy Making	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
9	9.1	Types of Crisis	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	9.2	Impacts of Crisis	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	9.3	Control and Command systems	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
10	10.1	Control and Command systems	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	10.2	The Roles of Human Resources in Organizational Crisis Management	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	10.3	The Roles of Human Resources in Organizational Crisis Management	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
11	11.1	Effective leadership in crisis management	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	11.2	Mitigation strategies and actions	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	11.3	Types of Crisis Faced by the OIC Countries	Lecturing online via	Exam + Participation	The selected references

			Microsoft Teams platform		
12	12.1	Theories of Crisis Management	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	12.2	Theories of Crisis Management	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	12.3	Theories of Crisis Management	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
13	13.1	Case studies: Indonesia	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	13.2	Case studies: Turkey	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	13.3	Case studies: Tunisia	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
14	14.1	Case studies: Gambia South Africa	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	14.2	Case studies: United Kingdom	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	14.3	Case studies: Thailand Sri Lanka	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
15	15.1	Revision	Lecturing online via	Exam + Participation	The selected references

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	15.2	Revision	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references
	15.3	Revision	Lecturing online via Microsoft Teams platform	Exam + Participation	The selected references

- Teaching methods include: Synchronous lecturing/meeting; Asynchronous lecturing/meeting
- Evaluation methods include: Homework, Quiz, Exam, pre-lab quiz…etc

23 Evaluation Methods:

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

Evaluation Activity	Mark	Topic(s)	Period (Week)	Platform
Midterm Exam	30	Topics covered in first 5 weeks		
Participation	20	All Topics		
Final Exam	50	Topics covered in sixth to fourteenth week		

24 Course Requirements (e.g: students should have a computer, internet connection, webcam, account on a specific software/platform…etc):

This course will follow an online interactive lecture format three hours per week wherein the student will have the opportunity to discuss, analyze, and brainstorm about the various theories and concepts of administrative behavior. I believe that students learn best when they understand the underlying theoretical principles and how these principles can be translated into real world implementation.

This approach requires active participation in each class session.
Therefore, it is expected that each student will read the required reading before the class begins. The student's participation in and contribution to class discussion will affect his/her grade.

25 Course Policies:

A- Attendance policies:
Students are not allowed to miss more than 15% of the classes during the semester. Failing to meet this requirement will be dealt with according to the university disciplinary rules.
B- Absences from exams and submitting assignments on time:
Makeup exam ONLY with excuse approval by the Assistant Dean for Student Affairs
C- Health and safety procedures:
As per university regulations
D- Honesty policy regarding cheating, plagiarism, misbehavior:
All actions of academic dishonesty, including – but not limited to – cheating, plagiarism, having class notes or materials in purses, pockets, backpacks, etc. during exams, using mobile phones during exams, or helping other students in such actions will be dealt with strictly according to university regulations.
E- Grading policy:
Auto graded online exams
F- Available university services that support achievement in the course:
Microsoft Teams Platform

26 References:

A- Required book(s), assigned reading and audio-visuals: A compiled material by the professor, it was derived from:

Efficiency Unit in Hong Kong. (2009). **Crisis Management- an international overview**, available online at: http://www.eu.gov.hk/en/reference/publications/crisis_management.pdf

Tourism Risk, Crisis and Recovery Management Guide - **E Version**
Prepared for the Council of Australian Tour Operators by :
©Dr David Beirman 2016– Management Discipline Group Tourism, UTS Business School
University of Technology-Sydney with material contributed by Bert Van Walbeek and Ken Scott ----
---ISBN 978-0-9945587-1-8 /For: Council of Australian Tour Operators

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https://www.oic-oci.org/docdown/?docID=1773&refID=1071

B- Recommended books, materials and media:

1. Mukhopadhyay, A.K. Crisis and Disaster Management Turbulence and Aftermath, edited by A.K. Mukhopadhyay, New Age International Pvt. Ltd., Publishers, 2005.

2. Rieley, J.B. change and Crisis Management, Teach Yourself, Oxon, UK, 2006.

3. Crises and Crisis Management:Toward Comprehensive GovernmentDecision Making. By:

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6. Handbook of Crisis & Emergency Management, Edited by Ali Farazmand, Public Administration and Public Policy Books/ 93, 2001: http:/ /www.dekker.com

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9. Andrianopoulos, A. (2015). Essential Steps for Crisis Management and Crisis Containment, available online at:

   http://www.acg.edu/ckeditor_assets/attachments/1568/essential_steps_for_crisis_management_and_crisis_cont ainment.pdf [Accessed 15 April 2017].

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11. Avraham, E., &Ketter, E. (2008). Media strategies for marketing places in crises: Improving the image of cities, countries, and tourist destinations. Oxford, England: Butterworth Heinemann.

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14. Blake, A. and Sinclair, M. T., 2003. Tourism Crisis Management: US Response to September 11, Annals of Tourism Research, 30 (4), 813-832.

15. Carlsen, J. & Liburd, J. (2008). Developing a Research Agenda for Tourism Crisis Management, Market Recovery and Communications, Journal of Travel & Tourism Marketing, 23, 2-4, 265-276.

16. Eturbonews, different dates. Several Articles on Tourism in Jordan after Arab Spring; available at: https://www.eturbonews.com/?s=Jordan+Arab+Spring

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19. Faulkner, B. &Vikulov, S. (2001) Katherine, washed out one day, back on track the next: a post-mortem of a tourism disaster, Tourism Management, 2, 331-344. Fink, S. (1986), Crisis management: Planning for the Inevitable, New York: Amacom.

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understanding of system effects, Journal of Travel and Tourism Marketing, 19(2-3),
149-158.

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Effects of Terrorism, Journal of Travel Research, 38(1), 13-18.

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(pp 189-203), New York: McGraw-Hill.

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East, available online at: http://middleeast.unwto.org/event/42nd-meeting-unwto-
commission-middle-east.

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in organizational crisis management. Human Resource Development Review, 8(1), 22-
53.

36. WTO (2003). Crisis Guidelines for the Tourism Industry. Madrid: World Tourism
Organization.

27 Additional information:

None

Name of Course Coordinator: Professor Sultan Abu Tayeh
Signature: ------------------ Date: ------------

Head of Curriculum Committee/Department: --------------------------- Signature: -------------------------

Head of Department: -- Signature: ----------------------

Head of Curriculum Committee/Faculty: ------------------------------------- Signature: ------------------

Dean: ---Signature: ---