

## Faculty of Economics and Political Science

### Crisis Management

#### Information :

**Course Code :** PSC 309

**Level :** Undergraduate

**Course Hours :** 3.00- Hours

**Department :** Department of Political Science

#### Instructor Information :

Title	Name	Office hours
Lecturer	Ayat Abdel Kader Basuoni Abou Seeda	

#### Area Of Study :

This course presents concepts, trends and theories of crisis management which includes mediation, negotiation and conflict resolution. It is based on case studies and simulation as a research method by using concepts, actors and steps of crisis management, the conflict of interest related to the crisis and the specialized international organizations such as the United Nations. The course also identifies actors, roles, processes and time factor in crisis management.

#### Course Goals:

- ✓ Apply crisis management methodology and theories in the real life.
- ✓ Analyze tools and choose the best for crisis management either in personal or public life.
- ✓ Recognize management, not the pursuit of violence, in order to solve the problem at hand.

#### Description :

This course presents concepts, trends and theories of crisis management which includes mediation, negotiation and conflict resolution. It is based on case studies and simulation as a research method by using concepts, actors and steps of crisis management, the conflict of interest related to the crisis and the specialized international organizations such as the United Nations. The course also identifies actors, roles, processes and time factor in crisis management.

#### Course outcomes :

##### **a.Knowledge and Understanding: :**

- |     |  |
|-----|--|
| 1 - | Identify concepts, trends and theories of crisis management.                             |
| 2 - | Recognize the factors involved in crisis management such as time, actors, interests etc. |

##### **b.Intellectual Skills: :**

- |     |   |
|-----|---|
| 1 - | Analyze the different inputs in crises.               |
| 2 - | Examine different methodologies of crisis management. |
| 3 - | Illustrate negotiations techniques and skills.        |

##### **c.Professional and Practical Skills: :**

- |     |   |
|-----|---|
| 1 - | Apply crisis management techniques to real life situations. |
| 2 - | Operate under the stress of a crisis.                       |

**d.General and Transferable Skills: :**

1 -	Develop self-learning skills.
2 -	Gain confidence and knowledge on how to work towards solutions.

**Course Topic And Contents :**

Topic	No. of hours	Lecture	Tutorial / Practical
Introduction	3	1	
Definitions, Theories and Types of Crises	3	1	
Power and Crisis	3	1	
Crisis inside the State	3	1	
Factors of Crisis between States	3	1	
Defense Strategies against Crises	3	1	
Regulate Tensions	3	1	
Midterm Exam		1	
Communication Techniques	3	1	
Managing the Crisis: Elaboration, Mediation and Cooperation	3	1	
Negotiations and Resolution Tools	3	1	
Systematic Analysis of Crisis Resolution	3	1	
Management Axis	3	1	
Ensuring after crisis	3	1	
Final Exam		1	

**Teaching And Learning Methodologies :**

Demonstration videos
Presentation
Simulations
Group discussion
Research Paper

**Course Assessment :**

Methods of assessment	Relative weight %	Week No	Assess What
Course Work (Attendance, Participation, Assignments, Quizzes, Research Paper) D	30.00		To assess understanding, and to assess theoretical background of the intellectual and practical skills.
Final Exam	40.00	15	To assess knowledge and intellectual skills.
Midterm Exam (s)	30.00	8	To assess professional skills.

**Periodicals :**

Alexander Kouzmin, Crisis Management in Crisis? Administrative Theory & Praxis, Vol. 30, Issue 2, 2008 (155-183).

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Ú! à^! ÁÖ^!0ææÄ[ |È, Issue 1, 2010 (50-55).