

Course Title	<b>CRISIS AND CHANGE MANAGEMENT</b>
Course Code	<b>MGT 316</b>
Course Purpose and Objectives	The purpose of this course is to provide knowledge about Crisis and Change Management Processes and explain how to lead employees through uncertainty. Students will critically evaluate the importance of being supportive to inevitable changes and analyse the different aspects of crisis and change management programmes. Students will be able to be creative and make things happen, lead and cope with organizational crisis and changes.
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Analyse the complexities of the management of crisis and change.</li> <li>2. Critically evaluate the aspects of managing crisis and change and explain how an organisation can effectively develop and manage the crisis and change processes.</li> <li>3. Contrast the different methods available for initiating and effectively implementing organisational change and communicating the crisis situation.</li> <li>4. Evaluate change management styles techniques and explain threats and investigate practices in real life situations.</li> <li>5. Choose practices on how to lead employees through uncertainty.</li> </ol>
Course Content	<ul style="list-style-type: none"> <li>• Crisis and change management</li> <li>• Organizational crisis' sources, strategic planning and assessing</li> <li>• Communication in the crisis situation</li> <li>• Organizational learning and pillars of business continuity</li> <li>• Strategic change process and approaches to manage organizational change</li> <li>• Effects of change and stress at work</li> <li>• Building change capability withing organization</li> <li>• Change leadership and the change agent</li> </ul>