American Public University System

American Military University | American Public University

MGMT623

Course Summary

Course : MGMT623 **Title :**
Length of Course : 8 **Faculty :**
Prerequisites : N/A **Credit Hours :**

Description

Course Description:

Course Scope:

This course explores the **critical concepts and processes** found in crisis management. The student will be able to illustrate the components required in evaluating and developing plans for crises and disasters at the organization and community level. Techniques for organizational planning with consideration of comprehensive emergency management regulatory requirements for crisis response planning will be covered. Students will create a crisis management plan as their final project.

Objectives

1. Describe crisis management from various perspectives to include the nature of the crisis, socio-cultural dimensions, and ethical decision-making as they relate to organizations.
2. Differentiate social and cultural aspects of crisis management in order for organizations to best serve diverse and/or vulnerable populations.
3. Appraise knowledge of regulations which must be followed by organizations, and resources required in crisis situations.
4. Assess the link between the emergency planning process for organizations and community preparedness.
5. Report the various preparedness plans utilized by communities today.
6. Evaluate the planning process for operational continuity.
7. Demonstrate how to create a crisis management plan.

Outline

Week 1:

Learning Outcomes

CO1: Describe crisis management from various perspectives to include the nature of the crisis, socio-cultural

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dimensions, and ethical decision-making to include the nature of the crisis.

Learning Material

- LEADING THROUGH A DECADE OF CRISIS-NOT BAD, AFTER ALL: Germany's Leadership Demand and Followership Inclusion, 2008-2018
- CRISIS MANAGEMENT IN 21st CENTURY
- Prepared for a crisis? Basic elements of crisis management in an organisation
- Introducing a Fragmentation Perspective on Coordination in Crisis Management
- Strategic risk management: an overview
- Week 1 Lesson

Activities & Assessment

Introduce Yourself

Week 1 Discussion

Week 2:

Learning Outcomes

CO2: Differentiate social and cultural aspects of crisis management in order for organizations to best serve diverse and/or vulnerable populations.

Learning Material

- LEADING THROUGH A DECADE OF CRISIS-NOT BAD, AFTER ALL: Germany's Leadership Demand and Followership Inclusion, 2008-2018
- An examination of cultural influences on team cognition and information sharing in emergency crisis management domains: A mixed methodological approach
- ADAPTATION OF CIVIL PLANNING AND CRISIS MANAGEMENT PRACTICES BASED ON HOFSTEDE'S CULTURAL DIMENSIONS MODEL
- Intervention strategies for improvement of disasters risk perception: Family-centered approach
- Health system preparedness in Pakistan for crisis management: a cross-sectional evaluation study
- Week 2 Lesson

Activities & Assessment

Week 2 Discussion

Week 2 Case Study

Week 3:

Learning Outcomes

CO1: Describe crisis management from various perspectives to include the nature of the crisis, socio-cultural dimensions, and ethical decision-making as they relate to organizations.

CO3: Appraise knowledge of regulations which must be followed by organizations, and resources required in crisis situations.

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Learning Material

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  The Political Economy of Financial Regulation Policies Following the Global Crisis

The International Health Regulations: The Governing Framework for Global Health Security.
Bringing Privacy into the Fold: Considerations for the Use of Social Media in Crisis Management.

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- Crisis Management – Foreign Service Evacuations, Personal Preparation, Health and Safety
- Crisis Communications Plan
- Information systems for crisis management
- Week 3 Lesson

Activities & Assessment

Week 3 Discussion

Week 4:

Learning Outcomes

CO4: Assess the link between the emergency planning process for organizations and community preparedness.

Learning Material

- National cyber crisis management: Different European approaches.
- New human capabilities in emergency and crisis management: from non-technical skills to creativity
- Crisis Management – Foreign Service Evacuations, Personal Preparation, Health and Safety
- Crisis Communications Plan
- Week 4 Lesson

Activities & Assessment

Week 4 Discussion

Week 4 Case Study

Week 5:

Learning Outcomes

CO5: Report the various preparedness pla Week 4 ns utilized by communities today.

Learning Material

- Program evaluation, preparedness and resilience: Western Australia examples
- Promoting Community Preparedness and Resilience: A Latino Immigrant Community–Driven Project Following Hurricane Sandy
- Community Assessments for Public Health Emergency Response (CASPERs)—US Virgin Islands, 2017–2018.
- Crisis Management – Foreign Service Evacuations, Personal Preparation, Health and Safety
- Crisis Communications Plan
- Week 5 Lesson

Activities & Assessment

Week 5 Discussion

Week 6:

Learning Outcomes

CO5: Report the various preparedness plans utilized by communities today.

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CO6: Evaluate the planning process for operational continuity.

Learning Material

- Modelling and simulating a crisis management system: an organisational perspective.
- Organizing for Crisis Management: Building Governance Capacity and Legitimacy.
- The competing pressures paradigm: A tool for improving emergency and continuity planning efficacy?
- Exploring the interrelationship between quality, safety and HR within crisis management framework
- Lessons learned in crisis management.
- Crisis Management – Foreign Service Evacuations, Personal Preparation, Health and Safety
- Crisis Communications Plan
- Week 6 Lesson

Activities & Assessment

Week 6 Discussion

Reviewing Crisis Management Plans

Week 7:

Learning Outcomes

CO5: Report the various preparedness plans utilized by communities today.

CO6: Evaluate the planning process for operational continuity.

CO7: Demonstrate how to create a crisis management plan.

Learning Material

- Why and how to employ the SIPOC model.
- Determining the appropriate strategies for emergency planning through AHP-SWOT.
- The capability and constraint model of recoverability: An integrated theory of continuity planning.
- How to write a 6 step crisis management plan
- Crisis Management – Foreign Service Evacuations, Personal Preparation, Health and Safety
- Crisis Communications Plan
- Week 7 Lesson

Activities & Assessment

Week 7 Discussion

Crisis Management Plan Draft

Week 8:

Learning Outcomes

CO5: Report the various preparedness plans utilized by communities today.

CO6: Evaluate the planning process for operational continuity.

CO7: Demonstrate how to create a crisis management plan.

Learning Material

The Disaster Recovery Handbook : A Step-By-Step Plan to Ensure Business Continuity and Protect

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Vital Operations, Facilities, and Assets

Read chapters 5, 6, & 11

- Crisis Management – Foreign Service Evacuations, Personal Preparation, Health and Safety
- Crisis Communications Plan
- Week 8 Lesson

Activities & Assessment

Week 8 Discussion

Week 8: Crisis Management Plan

Evaluation

Grading:

Name	Grade %

Materials

Course Guidelines

Course Guidelines

University Policies

Student Handbook

- Drop/Withdrawal policy
- Extension Requests

  Academic Probation

  Appeals
- Disability Accommodations

The mission of American Public University System is to provide high quality higher education with emphasis on educating the nation's military and public service communities by offering respected, relevant, accessible, affordable, and student-focused online programs that prepare students for service and leadership in a diverse, global society.