The University of Jordan

Accreditation & Quality Assurance Center

COURSE Syllabus

1	Course title	**Change and Crisis Management**
2	Course number	*5201444*
3	*Credit hours (theory, practical)*	*3*
	Contact hours (theory, practical)	*3*
4	Prerequisites/corequisites	*5201101*
5	Program title	*Business managment*
6	Program code	*03*
7	Awarding institution	*The university of Jordan*
8	Faculty	*Management and finance*
9	Department	*Business managment*
10	Level of course	*2*
11	Year of study and semester (s)	*2nd semester 2015/2016*
12	Final Qualification	*Bachelor*
13	Other department (s) involved in teaching the course	*None*
14	Language of Instruction	*English*
15	Date of production/revision	*2nd semester 2016 / revised yearly*

16. Course Coordinator:

17. Other instructors:

Office numbers, office hours, phone numbers, and email addresses should be listed.

18. Course Description:

As stated in the approved study plan.

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

1. **19. Course aims and outcomes:**

1

2.

A- Aims:

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

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

- 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

- Describe how innovation and technological change affect each other

- Discuss the relationship among innovation, intrapreneurship, and creativity

- Understand the many steps involved in creating an organizational setting that fosters innovation and creativity

- Describe the nature of organizational conflict, its sources, and the way it arises between stakeholders and subunits

- Focus on the behavioral aspect of organizational change.

- Understand the source of both employee resistance to and support for change.

- Explain an approach to change management that emphasizes task requirements and performance results
Offer a framework for change implementation that encompasses multiple theories.

- Discuss the use of a systemic framework for guiding diagnosis.

- Discuss the dynamics of changing the design of an organization in order to impact patterns of behavior.

- Identify the major structural choices faced by organizational leaders and the behavioral implications of those choices.

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

- 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.

Intended Learning Outcomes (ILOs):
Successful completion of the course should lead to the following outcomes:
A. Knowledge and Understanding: Student is expected to
A1: Crisis management models and concepts
A2: Understanding change in the environment, combined with new developments in information technology that have led to a new revolution in change, design, management, and culture of the organization
B. Intellectual Analytical and Cognitive Skills: Student is expected to
B1- Increase the student's ability to think analytically, systematically, and critically about various aspects of crises management
B2- Increase the student's ability to think analytically, systematically, and critically about various aspects of how organizations engage in a process of strategic renewal in order to respond to changes in their competitive environment
C. Subject- Specific Skills: Students is expected to
C1: comprehend the development in the organizational theory.
C2: illustrate different approaches that use to handle the changes that the organizations face.

3

C3: Apply the concepts and techniques as the situation demands

D. Transferable Key Skills: Students is expected to

D1: Able to extract the implications of various concepts in organizational design and change in businesses

D2: Display commitment and strictly abide by course requirement.

D3: Display competence and professionalism in handling crisis and change issues

20. Topic Outline and Schedule:

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Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference
Types and Forms of Organizational Change	1-2		1	Assignments & short exams	
Organizational Transformations: The Organizational Life Cycle (Birth, Growth, Decline and Death)	3-4		2	Assignments & short exams	
Innovation, Entrepreneurship, and Creativity	5-6		3	Assignments & short exams	
Managing Conflict, Power, and Politics	7-8		4	Assignments & short exams	
Organizational Change	9-10		5	Assignments & short exams	
Theories of Effective Change Implementation	11-12		6	Assignments & short exams	
Mutual Engagement and Shared Diagnosis	13-4		7	Assignments & short exams	
Organizational Redesign	15		8	Assignments & short exams	
Leading change					
Crisis management					
Review					

21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following <u>teaching and learning methods</u>:
1- presenting theoretical aspects of topics
2- solving practical case studies

22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following <u>assessment methods and requirements</u>:
1- short exams
2- short home assignments
3- make virtual projects for capital budgeting techniques

23. Course Policies:

A- Attendance policies: according to Jordanian university rules

B- Absences from exams and handing in assignments on time: according to Jordanian university rules

C- Health and safety procedures: according to Jordanian university rules

D- Honesty policy regarding cheating, plagiarism, misbehavior: according to Jordanian university rules

E- Grading policy: according to Jordanian university rules

F- Available university services that support achievement in the course: computer lap , internet

24. Required equipment:

The course needs :

1- specific computer lap for faculty

 2- periodical visits to corporations

25. References:

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Main Reference/s:

☐ Spector, Bert. (2013). Implementing Organizational Change: Theory into Practice. Third Edition/Pearson Prentice Hall.

☐ Jones, Gareth. (2013). Organizational Theory, Design and Change. Seventh Edition/Pearson Prentice Hall.

☐ Additional topics related to **Crisis Management** provided by the instructor

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26. Additional information:

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Intended Grading Scale (Optional)
0-39 **F**
45-49 **D**-
50-54 **D**
54-69 **D+**
60-64 **C**-
65-69 **C**
70-73 **C+**
74-76 **B**-
77-80 **B**
81-84 **B+**
85-89 **A**-
90-100 **A**

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Name of Course Coordinator: -------------------Signature: ------------------------ Date: ------------------------

Head of curriculum committee/Department: ------------------------ Signature: ---------------------------------

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

Head of curriculum committee/Faculty: ------------------------ Signature: ---------------------------------

Dean: --- -Signature: ---------------------------------

<u>Copy to:</u>
Head of Department

Assistant Dean for Quality Assurance
Course File