



### COURSE SPECIFICATION

Course code	full-time studies	<b>Z-ZB-E-610a</b>
	part-time studies	-
Course title in English	<b>Psychology of Crisis Management</b>	
Course title in Polish	<b>Psychologia sytuacji kryzysowych w przedsiębiorstwie</b>	
Valid from academic year	<b>2025/2026</b>	

### PLACEMENT IN THE TEACHING PROGRAM

Programme of study	<b>BUSINESS MANAGMENT</b>
Level of education	<b>1<sup>st</sup> degree</b>
Studies profile	<b>academic</b>
Form and mode of study	<b>full-time programme</b>
Scope	<b>risk management</b>
Academic unit responsible for the course	<b>Department of Management and Organization</b>
Course coordinator	<b>dr Anna Sołtys</b>
Approved by	<b>dr hab. inż. Dariusz Bojczuk, prof. uczelni</b>

### GENERAL CHARACTERISTIC OF THE COURSE

Teaching block	<b>Specialist subject</b>	
Course status	<b>Obligatory</b>	
Language of instruction	<b>English</b>	
Semester of delivery	full-time studies	<b>Semester VI</b>
	part-time-studies	-
Prerequisites	<b>Management and Organisation, Human Resources Management, Social Psychology, Communication and negotiations, Risk Management</b>	
Exam (YES/NO)	<b>NO</b>	
ECTS	<b>2</b>	

Method of conducting classes		lecture	classes	laboratory	project	other
Number of hours per semester	full-time				<b>30</b>	
	part-time					



### LEARNING OUTCOMES

Category	Outcome code	Course learning outcomes	Reference to the directional learning effect
Knowledge	W01	The student has knowledge about the conditions and types of organizational behavior in crisis situations.	ZB1_W01 ZB1_W03 ZB1_W07
	W02	The student has knowledge in the field of psychological, sociological and ethical aspects of social interactions, which he can apply in human resources management procedures, also in risky conditions.	ZB1_W05
	W03	The student has knowledge of the scope and methods of social communication and their use in various situations, including crisis situations in various crisis and cultural conditions.	ZB1_W10
Skills	U01	The student is able to use theoretical knowledge of the determinants of behavior in crisis situations in solving organizational problems at various management levels.	ZB1_U01 ZB1_U02 ZB1_U03
	U02	The student is able to apply in practice solutions related to people management in crisis situations, taking into account applicable standards.	ZB1_U07 ZB1_U08
	U03	The student is able to effectively solve problems and communicate in a team, taking into account business norms and standards.	ZB1_U10 ZB1_U11 ZB1_U13
Social competences	K01	The student is able to carry out tasks in teams, taking on functions in the area of assigned roles.	ZB1_K01 ZB1_K02
	K02	The student is able to present his/her tasks, opinions and views in a team, while maintaining respect for others.	ZB1_K03 ZB1_K07
	K03	The student makes decisions and carries out tasks, taking responsibility for effective cooperation in the team.	ZB1_K08

### COURSE CONTENT

Method of conducting classes	Course content
project	Internal and external conditions of crisis situations, reactions to threats, types of threats, types of crises, phases of crisis management, phases of a crisis situation, recognition of crisis situations, preparation of business partners and employees, communication in a crisis situation, coping with stress -sem, image and business relations, rebuilding trust. Case analysis and development of a draft procedure for a selected crisis situation.



### METHODS FOR VERIFYING LEARNING OUTCOMES

Outcome code	Learning outcomes verification methods					
	Oral examination	Written examination	Test	Project	Report	Other
W01				X		
W02				X		
W03				X		
U01						X
U02						X
U03						X
K01						X
K02						X
K03						X

### FORM AND CONDITIONS OF ASSESSMENT

Form of classes	Assessment type	Assessment Criteria
project	Credit with grade	Obtaining at least a satisfactory grade for the project. Observation and assessment of students' activity during classes

### STUDENT WORKLOAD

ECTS Balance							
No.	Activity type	Student workload					Unit
		full-time					
1.	Scheduled contact hours	W	C	L	P	S	h
					30		
2.	Other (consultations, exams)				2		h
3.	Total number of contact hours	32					h
4.	Number of ECTS credits for contact hours	1,3					ECTS
5.	Number of hours of independent student work	18					h
6.	Number of ECTS points that a student obtains through independent work	0,7					ECTS
7.	Workload related to practical classes	50					h
8.	Number of ECTS credit points which a student receives for practical classes	2,0					ECTS
9.	Total number of hours of a student's work	50					
10.	ECTS credits for the course <i>1 1 ECTS credit =25 student learning hours</i>	2					ECTS

W - LECTURE C - CLASSES L - LABORATORY P - PROJECT S - SEMINAR



### READING LIST

1. J. Bundy, M.D. Pfarrer, C.E Short, W.T Coombs, (2017). Crises and crisis management: Integration, interpretation, and research development, *Journal of management*, 43(6), 1661-1692.
2. Emotional Crisis Management Protocol, User Guide for Frontliners and Managers, (2020), Ministry of Public Health, Beirut, Lebanon
3. Psychosocial Crisis Management: The Unexplored Intersection of Crisis Leadership and Psychosocial Support, M. L. A. Dückers, C.J. Yzermans, W. Jong, A. Boin (2017), (in:) *Risk, Hazards & Crisis in Public Policy*: 2017, 8(2), 94-112 (<https://postprint.nivel.nl/Pppp6291.pdf>)