WILMINGTON UNIVERSITY
COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES
BASIC COURSE INFORMATION

COURSE TITLE: Crisis Management
COURSE NUMBER: MAJ 6606

II. RATIONALE:

Crisis Management and Critical Incident management decisions are a crucial element in successful management required by modern criminal justice leaders.

III. MAJOR INSTRUCTIONAL GOALS:

GOAL A:
Students will develop an understanding of the phenomenon of crisis management and its application to a variety of situations.

Learning Outcomes: The student will:
A-1 Define and discuss crisis management.
A-2 Examine the characteristics that accompany crisis situations.
A-3 Analyze and discuss the crisis management theory.
A-4 Evaluate the crisis decision making criteria of law, necessity, and risk.

GOAL B:
Students will develop an understanding and appreciation for the elements of leadership that are essential for the management of crisis situations.

Learning Outcomes: The student will:
B-1 Examine the leadership qualities that are essential for successful crisis managers.
B-2 Analyze and discuss the essential leadership qualities of crisis managers in the context of a variety of crisis situations.
B-3 Discuss planning oral training issues relevant to crisis issues.
B-4 Develop an awareness of the dynamics of inter agency response to crisis situations.
B-5 Develop an awareness of systems and techniques available for information management.
B-6 Review the role and function of the media liaison in crisis incidents.
B-7 Construct a check list to prioritize possible crisis situations for a prescribed agency or organizations.
GOAL C:
Develop an understanding and ability to list the qualities of a successful crisis manager.

Learning Outcomes: The student will:

C-1 Analyze and discuss the qualities necessary for successful management of a law enforcement crisis.
C-2 Analyze and discuss the qualities necessary for successful management of a national disaster.
C-3 Analyze and discuss the qualities necessary for successful management of a hostage crisis incident.
C-4 Examine and discuss case studies of individuals in crisis management.
C-5 Critique a variety of crisis management case studies based upon the action criteria and the application of the qualities of successful leaders.

GOAL D:
Apply theory to practical in a manner that demonstrates a comprehension of the elements of crisis management theory and the essential leadership qualities of a crisis manager.

Learning Outcomes: The student will:

D-1 Participate in table-top exercises that reflect the application of specific theoretical problems
D-2 Role-play a variety of managerial functions in a mock crisis situation
D-3 Participate in scenarios that will model appropriate and successful crisis management leadership characteristics
D-4 Review appropriate command post operations
D-5 Construct a model agency response to a typical crisis experiment by a particular organization

GOAL E:
Students will develop advanced written and verbal communication skills.

Learning Outcomes: The student will

E-1 Utilize professional writing skills to analyze and cite appropriate sources (e.g. APA format) to express and convey empirical research.
E-2 Research, construct, and deliver professional presentations using a variety of communication tools and techniques
E-3 Analyze and discuss case studies on identified course issues.