

## COURSE OUTLINE

### 1. GENERAL

<b>SCHOOL</b>	APPLIED ECONOMIC AND SOCIAL SCIENCES		
<b>ACADEMIC UNIT</b>	AGRIBUSINESS AND SUPPLY CHAIN MANAGEMENT		
<b>LEVEL OF STUDIES</b>	<i>Undergraduate</i>		
<b>COURSE CODE</b>	<b>5606</b>	<b>SEMESTER</b>	6nd
<b>COURSE TITLE</b>	RISK MANAGEMENT & CRISIS MANAGEMENT		
<b>INDEPENDENT TEACHING ACTIVITIES</b>		<b>WEEKLY TEACHING HOURS</b>	<b>CREDITS</b>
Lectures		4	5
<b>COURSE TYPE</b>	In-Depth Analysis		
<b>PREREQUISITE COURSES</b>	NO		
<b>LANGUAGE OF INSTRUCTION and EXAMINATIONS</b>	Greek		
<b>IS THE COURSE OFFERED for ERASMUS STUDENTS?</b>	YES (in English)		
<b>COURSE WEBSITE (URL)</b>	<a href="https://oeclass.aua.gr/eclass/">https://oeclass.aua.gr/eclass/</a>		

### 2. LEARNING OUTCOMES

Learning Outcomes
<p><b>The aim of the course is:</b></p> <ul style="list-style-type: none"> <li>• Introduce students to the basic principles and techniques of risk management that may arise within an organization, as well as the effective management of crises, with the main aim of limiting the extent and impact, in the event that they arise.</li> <li>• To encourage the detailed and critical view of the students, so that they are able to distinguish the type of risk, but also the effects of crises in an organization, in the context of the modern global dynamic environment.</li> <li>• To develop the skills of students to choose the appropriate techniques for managing risks and possible crises, including those of mass communication and information.</li> </ul> <p><b>Upon successful completion of the course the students will be able to:</b></p> <ul style="list-style-type: none"> <li>• Recognize the systemic approach to risk management and the effective management of emerging crises in an organization.</li> <li>• Analyze and examine the full range of risks faced by businesses in the 21st century.</li> <li>• Recognize the roles and responsibilities of directors in managing an event before it causes the crisis.</li> <li>• Locates the appropriate executives and agencies inside and outside the organization who should be involved in the management of emergencies and situations.</li> </ul>

- Identify problematic leadership behaviors, and inappropriate crisis management strategies
- Familiarize yourself with implementing emergency plans and developing and implementing a Business Continuity Management (BCM) strategy
- Distinguish ways of dealing with the crisis in communication.
- Identify the psychological factors that affect crises management.
- Explain the supply chain's practices and techniques for dealing with and managing a crisis.

#### General Competences

- Adapting to new situations
- Decision-making
- Working independently
- Teamwork
- Working in an international environment
- Working in an interdisciplinary environment
- Production of new research ideas Teamwork
- Project planning and management
- Respect for difference and multiculturalism
- Respect for the natural environment
- Showing social, professional, and ethical responsibility and sensitivity to gender issues
- Criticism and self-criticism
- Production of free, creative and inductive thinking

### 3. SYLLABUS

#### Course description:

1. Concept, types and description of risk and crises.
2. Impact of risks on the various entities
3. Risk and management
4. Risk and crisis management
5. Risk assessment and classification
6. Damage control and identification of eligible risks
7. Risk control techniques
8. Business models. Risk management framework
9. Organizational culture and risk and crisis management.
10. Training of employees in dealing with and managing risks.
11. The role of communication in risk management
12. Risk management in the supply chain
13. Case Studies

A combination of teaching and learning methods will be used aiming at the active participation of students and the practical implementation of the thematic units under consideration. Therefore, there will be lectures using audiovisual media, analysis and discussion of case studies on real operational issues, experiential (group) exercises, as well as projection of relevant videos. Also, students will prepare an individual or group project.

Furthermore, articles, audiovisual lecture materials, web links/addresses, useful information, case studies and exercises for further practice are posted in digital form on the AUA Open e-Class platform.

#### 4. TEACHING and LEARNING METHODS - EVALUATION

<b>DELIVERY</b>	Face -to-face, Distance learning														
<b>USE OF INFORMATION and COMMUNICATIONS TECHNOLOGY</b>	<ul style="list-style-type: none"> <li>• Support of the learning process through the AUA Open eClass platform of the University (Integrated Electronic Course Management System)</li> <li>• Support of the lectures using presentation software</li> <li>• Use of audiovisual material</li> <li>• Use of Internet applications</li> </ul> <p><b>Communication with students:</b> face to face at office hours, email, eclass platform</p>														
<b>TEACHING METHODS</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;"><i>Activity</i></th> <th style="text-align: center;"><i>Workload</i></th> </tr> </thead> <tbody> <tr> <td>Lectures (direct)</td> <td style="text-align: center;">52</td> </tr> <tr> <td><i>Writing paper/ papers</i></td> <td style="text-align: center;">32</td> </tr> <tr> <td><i>Independent Study</i></td> <td style="text-align: center;">39</td> </tr> <tr> <td><i>Advisory support</i></td> <td style="text-align: center;">0,5</td> </tr> <tr> <td><i>Exams</i></td> <td style="text-align: center;"><b>2</b></td> </tr> <tr> <td><i>Course Total (Approximately 25 hours of workload per credit unit 125.5)</i></td> <td style="text-align: center;"><b>125,5 h</b></td> </tr> </tbody> </table>	<i>Activity</i>	<i>Workload</i>	Lectures (direct)	52	<i>Writing paper/ papers</i>	32	<i>Independent Study</i>	39	<i>Advisory support</i>	0,5	<i>Exams</i>	<b>2</b>	<i>Course Total (Approximately 25 hours of workload per credit unit 125.5)</i>	<b>125,5 h</b>
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<b>STUDENT PERFORMANCE EVALUATION</b>	<p>The evaluation process is in the language that the course is taught (Greek or English) and consists of:</p> <ol style="list-style-type: none"> <li>i. Compulsory written final examination at the end of the semester (weighting factor <b>70%</b> at least) which may includes: <ul style="list-style-type: none"> <li>• Multiple choice questionnaires</li> <li>• Open-ended questions</li> <li>• Problem solving</li> <li>• Oral examination</li> </ul> <p><b>Evaluation criteria:</b> correctness, completeness, clarity</p> </li> <li>ii. Optional written exam or essay during the semester (weighting factor 30%) which may includes: <ul style="list-style-type: none"> <li>• Multiple choice questionnaires</li> <li>• Open-ended questions</li> <li>• Problem solving</li> <li>• Essay/report</li> <li>• Oral examination</li> </ul> </li> </ol>														

	<p><b>Evaluation criteria:</b> correctness, completeness, clarity</p> <p><b>Special learning difficulties:</b></p> <p>Students with <b>special learning difficulties</b> in writing and reading (as they are certified and characterized by a competent body) are examined based on the procedure provided by the Department.</p> <p><b>Disclosure of evaluation criteria:</b></p> <p>The evaluation criteria become known during the first course and are clearly formulated on the course's website and in the e-class. The answers of the exam questions are posted in the eclass after the exams are held. Students have the opportunity to see their writing after the course is graded (in the announced office hours) and receive explanations about the grades they received..</p>
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## 5. ATTACHED BIBLIOGRAPHY

### ***Suggested Bibliography in Greek Language:***

- Hopkin P., (2021), *Αξιολόγηση και Διαχείριση Κινδύνων. Εφαρμογή Βέλτιστων Πρακτικών*, 5<sup>η</sup> έκδοση ΠΡΟΠΟΜΠΟΣ
- Robert Heath, (2004), *Διαχείριση κρίσεων, Αποτελεσματικές τεχνικές για επιχειρησιακή ετοιμότητα*, μετάφραση: Βασιλική Σωτηρίου, Γκιούρδας
- Luecke R., Barton L., (2008), *Διαχείριση κρίσεων*, Modern Times

### ***Suggested Bibliography in English Language:***

- Bernstein, P. (1998) *Against the Gods: The Remarkable Story of Risk*, [www.willwey.com](http://www.willwey.com)
- Fink S., (2000), *Crisis Management: Planning for the Inevitable*
- Hillson, D. (2016) *The Risk Management Handbook: A Practical Guide to Managing the Multiple Dimensions of Risk*, [www.koganpage.com](http://www.koganpage.com)
- Hopkin, P. (2013) *Risk Management (Strategic Success)*, [www.koganpage.com](http://www.koganpage.com)
- Taylor, E. (2014) *Practical Enterprise Risk Management*, [www.koganpage.com](http://www.koganpage.com)
- Teleb, N. N. (2008) *The Black Swan: The Impact of the Highly Improbable*, [www.panguin.co.uk](http://www.panguin.co.uk)
- Pullan, P. and Murray-Webster, R. (2011) *A Short Guide to Facilitating Risk Management*, [www.gowerpublishing.com](http://www.gowerpublishing.com)
- Woods, M. (2011) *Risk Management in Organizations: An Integrated Case Study Approach*, [www.routledge.com](http://www.routledge.com)

### **Related academic Journals:**

- ASIS SPC.1-2009 *Organizational Resilience: Security, preparedness and continuity management systems*, [www.asisonline.org](http://www.asisonline.org)

- Canadian Institute of Chartered Accountants (1995) Criteria of Control, [www.cica.ca](http://www.cica.ca)
- Financial Reporting Council (2014) Guidance on Risk Management, Internal Control and Related Financial and Business Reporting, [www.frc.org.uk](http://www.frc.org.uk)
- Institute of Risk Management (2011) Risk Appetite & Tolerance, [www.theirm.org](http://www.theirm.org)
- International Standard ISO 22301:2012 Societal Security. Business Continuity Management Systems – Requirements, [www.iso.org](http://www.iso.org)
- HM Treasury (2004) Orange Book: Management of Risk – Principles and Concepts, [www.hmtreasury.gov.uk](http://www.hmtreasury.gov.uk)

**Instructor' Notes**