

Course Title	Knowledge & Crisis Management								
Course Code	THOM-430								
Course Type	This course serves as both Elective and Requirement, according to the program.								
	<table border="1"> <tr> <td>Hospitality Bachelor</td> <td>Hospitality Elective</td> </tr> <tr> <td>All Programs</td> <td>General Elective</td> </tr> </table>		Hospitality Bachelor	Hospitality Elective	All Programs	General Elective			
Hospitality Bachelor	Hospitality Elective								
All Programs	General Elective								
Level	Bachelor (1 st Cycle)								
Year / Semester	Year 4, B' Semester								
Teacher's Name	Dr Michael Anastasiou								
ECTS	6	Lectures / week	3	Laboratories / week					
Course Purpose and Objectives	<p>The purpose of the course is to explain the importance of knowledge management in sustaining an organizational knowledge-based competitive advantage. Students will become familiar with knowledge-based theories, the knowledge-ecosystem, tacit and explicit knowledge. Therefore, students will become aware of the differences between information and knowledge, people, cultural, knowledge transfer, exchange and utilization issues. Moreover, it examines the various components of knowledge management including processes, mechanisms and technologies and help students understand how to select an appropriate solution to knowledge management. Therefore, the course examines leadership, cooperation, and conflict in times of crisis. An emphasis is placed on understanding the key-basic dynamics that influence the way that decision makers perceive and respond to crises.</p> <p>Students are expected to:</p> <ul style="list-style-type: none"> Assess the role of knowledge management in organizations and explain the key role of knowledge in an organization Understand the relationship between knowledge management and a learning organization Develop an organizational knowledge eco-system by identifying key processes, mechanisms and technologies Understand the differences between tacit knowledge and explicit knowledge Become familiar with crisis management across different conditions and contexts Understand the dynamics and processes that tend to impact leadership decision making in times of crisis Comprehend the concept/theories of crisis management and create an effective crisis management plan 								

Learning Outcomes	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. Apply complex theories and practice of knowledge and intellectual capital management 2. Formulate action plans for knowledge intensive and learning organisations 3. Formulate a framework for thinking about knowledge intensive organisations 4. Design an organizational knowledge management eco-system 5. Create and develop crisis management awareness and training programmes 6. Develop a comprehensive crisis management plans 		
Prerequisites	Junior	Required	
Course Content	<ol style="list-style-type: none"> 1. Introduction to knowledge management 2. Knowledge management strategy and business case 3. Selecting and designing knowledge management approaches 4. Knowledge eco-system 5. Working social networking 6. Governance, roles, and funding 7. Building a knowledge-sharing culture 8. Make best practices your practices 9. Introduction to crisis management 10. Formation of groups 11. Pre-crisis phase 12. Crisis event phase 13. Post crisis phase - management and the Internet 		
Teaching Methodology	<p>The course is delivered through lectures, demonstrations, and group discussions. Add any other method that you use during your lectures</p>		
Mode of delivery	Face to face.		
Bibliography	<p>Required</p> <p>Dalkir, K. (2017). Knowledge management in theory and practice. Massachusetts: The MIT Press.</p> <p>Hutson, H., Johnson, M. (2016). Navigating an organizational crisis: when leadership matters most. Toronto: Praeger Publishers.</p>		

	<p>Recommended</p> <p>Garfield, S. (2017). Proven practices for promoting a knowledge management. New York: Lucidea Press.</p> <p>Pearson, C. M., Dufort, R. C., Clair, J. A. (2017). International Handbook of Organizational Crisis Management. New York: Sage</p>								
<p>Assessment</p>	<p>The following assessment methods are employed to assess this course:</p> <table border="1" data-bbox="550 629 1401 887"> <tr> <td data-bbox="550 629 975 696">30 – 50 %</td> <td data-bbox="975 629 1401 696">Final Exam</td> </tr> <tr> <td data-bbox="550 696 975 763">20 – 40 %</td> <td data-bbox="975 696 1401 763">Mid –Term / Tests / Quizzes</td> </tr> <tr> <td data-bbox="550 763 975 831">10 – 30 %</td> <td data-bbox="975 763 1401 831">Assignments / Projects</td> </tr> <tr> <td data-bbox="550 831 975 887">0 – 10 %</td> <td data-bbox="975 831 1401 887">Class Attendance & Participation</td> </tr> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
30 – 50 %	Final Exam								
20 – 40 %	Mid –Term / Tests / Quizzes								
10 – 30 %	Assignments / Projects								
0 – 10 %	Class Attendance & Participation								
<p>Language</p>	<p>English</p>								