

<b>Subject</b>	<b>Management of Crisis and Civil Emergencies</b>			
	<b>Type</b>	<b>Semester</b>	<b>ECTS</b>	<b>Code</b>
	Mandatory (M)	III	5	
<b>Lecturer of Subject</b>				
<b>Aim and Objective</b>	<b>Objectives of the Course:</b> <ul style="list-style-type: none"> <li>- The module aims to familiarize students with the concepts of "Crisis and Civil Emergency Management"</li> <li>- Within this module, students will learn applicable management principles for scenarios involving natural and human-made emergencies.</li> <li>- The examination will focus on various international and national organizations responding to crises and their essential methodologies.</li> <li>- Examples will be examined and analyzed, highlighting both the positive and negative aspects of crisis management scenarios, including case studies.</li> </ul> <b>The objectives of the module are:</b> <ul style="list-style-type: none"> <li>- To develop a student with a strong academic foundation in crisis and civil emergency management.</li> <li>- To explain various processes used by a variety of organizations.</li> <li>- To cultivate students who are familiar with different methodologies and are capable of applying them to support Crisis and Civil Emergency Management organizations.</li> </ul>			
	<b>After successful completion of this course, students will be able to:</b> <p>Upon successful completion of this module, students will:</p> <ul style="list-style-type: none"> <li>- Understand the key roles and responsibilities of crisis management.</li> <li>- Familiarize themselves with various crisis management organizations.</li> <li>- Understand the phases of crisis management.</li> <li>- Have knowledge of inter-institutional collaboration and resources and agencies.</li> <li>- Understand the decision-making process.</li> <li>- Be acquainted with crisis communication.</li> <li>- Grasp the concept of business continuity.</li> <li>- Understand resilience.</li> <li>- Be familiar with crisis manager exercises.</li> <li>- The outcomes will manifest in the creation of specific knowledge about crisis response methodologies and a student's ability to take an active participant/advisory role in crisis management situations.</li> </ul>			
<b>Learning outcomes</b>				
<b>Content</b>	<b>Course plan</b>			<b>Content</b>
	- Introduction to Crisis Management			1
	- Organizations Responsible for Crisis Management			2
	- Roles and Responsibilities of Crisis Management in Civil Emergencies			3
	- Phases of Crisis Management – Proactive and Reactive			4
	- Crisis Management Policies			5
				6
				7
- Inter-Institutional Coordination of Civil Emergencies				
- Crisis Communication				
			8	
- Decision-Making in a Crisis				

	- Why Emergency Managers Fail	9		
	- Demonstration of Emergency Response Plan / Exercises	10		
	- Review for Essays	11		
	- Simulation Case	12		
	- Essay Presentation	13		
	- Final Test	14		
	- Conclusion of Results			
<b>Activity / ECTS workload</b>	<b>Aktiviteti</b>			<b>Weight (%)</b>
	19. Interactive lectures			50%
	20. Seminars+exercises (research paper)			30%
	21. Case studies			10%
	22. Simulim (role play)			5%
	23. Study visit			5%
<b>Assessment Methods</b>	<b>Assessment activity</b>	<b>Number</b>	<b>Week</b>	<b>Weight (%)</b>
	7. Participation	1	2-15	50%
	14. Presentations of scientific/professional articles	1	2-15	10%
	15. Participation in lectures	15	1-15	40%
<b>Sources and tools of concretization</b>	<b>Means</b>			<b>Number</b>
	20. Classes			1
	21. Laborator			n/a
	22. Moodle			1
	23. Softuer MATLAB/SPSS/SIMULINK			n/a
	24. Projektor			1
<b>ECTS workload</b>	<b>Activity type</b>		<b>Week</b>	<b>Total load</b>
	27. Lectures		2	30
	28. Seminars		1	15
	30. Research paper		n.a	25
	31. Independent learning		2-3	53
	32. Exams		1	2

	33. Total
<b>Literatura/Referencat</b>	<p><b>Basic literature:</b></p> <ul style="list-style-type: none"> <li>• Adams, J. (1995), Risk, University College London Press.</li> <li>• Beck, U. (1992), Risk Society: Towards a New Modernity, SAGE Publications Ltd. London, UK.</li> <li>• Borodzicz, E. P. (2005) Risk, Crisis &amp; Security Management, Wiley, Chichester, UK</li> <li>• Dillon, B. (2014), Emergency Planning, Crisis, and Disaster Management, Blackstones, UK.</li> <li>• Emergency Planning College (2009) Understanding Crowd Behaviours: Supporting Evidence, UK Cabinet Office</li> <li>• Garland, D. (2006), The Culture of Control, Oxford, Oxford University Press</li> <li>• Gilbert, N. (2008), Researching Social Life, (London, UK: Sage Publications Ltd).</li> <li>• Hood, C. Rothstein, H. &amp; Baldwin, R. (2004), The Government of Risk, Oxford University Press, Oxford, UK</li> <li>• Mullins, SJ (2005), Management and Organisational Behaviour, Pearson Education Ltd, UK</li> <li>•</li> </ul>
	<p><b>Selected Articles from Journals:</b></p> <ul style="list-style-type: none"> <li>- ASIS International</li> <li>- British Psychological Association</li> <li>- Crisis Response Journal</li> <li>- Professional Security Magazine</li> <li>- Security Management Weekly</li> <li>- Selected International and National Organizations:</li> <li>- European Union Civil Protection Mechanism</li> <li>- Integrated Emergency Management System</li> <li>- Kosovo Emergency Management Agency</li> <li>- NATO Euro-Atlantic Disaster Response Coordination Centre (EADRCC)</li> <li>- United Nations Disaster Assessment And Coordination Field Handbook</li> <li>- United Nations International Search and Rescue Advisory Guidelines</li> </ul> <p><b>Selected Laws and Regulations:</b></p> <p>Kosovo Law No. 04/L-027 - For Protection Against Natural And Other Disasters  Kosovo National Response Plan  Republic of Albania - National Strategy for Disaster Risk Reduction and Civil Protection</p>
<b>Contact</b>	
<b>Note:</b>	<ul style="list-style-type: none"> <li>- Assessment in this course, as explained above, consists of 3 components: individual research work, presentation of articles and other assignments distributed during the week, and physical and active participation in lectures.</li> <li>- Students who have 3 absences during the semester, the maximum grade they can receive in this course is 7 (seven). Meanwhile, those who have 4 or more absences during the semester, the maximum grade they can receive in this course is 6 (six).</li> <li>- The course instructor reserves the right to make changes and adaptations during the semester in order to achieve the course objectives more effectively. Of course, students will be notified in advance of these changes.</li> </ul>