



The University of Southern Queensland

Course Specification

Description: Issues Management and Strategic Planning

Subject	Cat-Nbr	Class	Term	Mode	Units	Campus
PRL	2001	15101	2, 2002	EXT	1.00	TWMBA

Academic Group:	FOART
Academic Org:	FOA004
HECS Band:	2
ASCED Code:	080509

STAFFING

Examiner: Elizabeth Dougall

Moderator: Aidan Burke

PRE-REQUISITES

Pre-requisite: PRL 2000

SYNOPSIS

This course assumes the management perspective that when organizations are faced with an issue either accidental or intentional that significantly disrupts normal operations, effective communication is essential. Students will be made aware of potential issues affecting the public and private sectors and required to develop their individual skills in planning and implementing communication management strategies which reflect their ability to adapt to specific workplace needs. In their efforts to minimise risks and to deal with them students will examine risk identification, advance preparation, environmental surveillance, crisis management planning, and evaluation. At all times students will be encouraged to develop a commitment to ethical and responsible practices as part of the on-going development of effective issues management strategies and to develop appropriate communication policies used to facilitate issues management plans.

OBJECTIVES

On successful completion of this course students will be able to:

- clarify the purposes of an issues management program and understand the importance of proper and legitimate planning.
- establish mechanisms and develop standards for issues management scanning that alert of potential crisis and immediate means to deal with such situations.
- formalise an issues management structure.
- develop offensive activities that enable the co-ordination, control, analysis and reporting of strategic management procedures.

- know how to develop positive relationships with key publics.

TOPICS

Description	Weighting (%)
1. Planning and Investigation - Developing Survival Strategies	5.00
2. Concepts of Communication	10.00
3. How And When to Communicate	10.00
4. Understanding Public Policy	10.00
5. Taking Control- the Scanning Process	10.00
6. The Role of Communication and Strategic Planning	10.00
7. Confronting a Crisis	10.00
8. The Crisis Response Mechanism	15.00
9. Elements of the Crisis Management Plan	10.00
10. Evaluation and Policy Design	5.00
11. Principles of Effective Crisis Management	5.00

TEXT and MATERIALS required to be PURCHASED or ACCESSED:

Books can be ordered by fax or telephone. For costs and further details use the 'Book Search' facility at <http://bookshop.usq.edu.au> by entering the author or title of the text.

Heath, R.L. 1997, *Strategic Issues Management - Organizations and Public Policy Challenges*, Sage Publications, California.

REFERENCE MATERIALS

Reference materials are materials that, if accessed by students, may improve their knowledge and understanding of the material in the course and enrich their learning experience.

To be advised

STUDENT WORKLOAD REQUIREMENTS

ACTIVITY	HOURS
Assessment	30
Directed Study	80
Private Study	50

ASSESSMENT DETAILS

Description	Marks Out of	Wtg(%)	Required	Due Date
CONCEPT/PROPOSAL	15.00	15.00	Y	23 Aug 2002
ISSUE ANALYSIS	35.00	35.00	Y	18 Oct 2002
EXAMINATION 3 HOURS	50.00	50.00	Y	END S2

OTHER REQUIREMENTS

- 1 Assignments submitted after the due date will be penalised by 10% per working day for the first five working days. After five (5) working days, the student will receive zero (0).
 - 2 Assignment extensions will not be granted except on medical or compassionate grounds and only with the provision of appropriate medical or other documentation. Requests must be made to the course examiner in writing BEFORE the due date. Extensions will not be granted on or after the due date.
 - 3 Submission or completion of ALL assessment items for this course is compulsory.
 - 4 Students must achieve a PASS (50%) in ALL assessment items in order to pass this course. Students who do not achieve a passing grade in any assessment item will be given the opportunity to resubmit ONCE only and must do so by the date nominated by the course examiner.
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