



Scott Christian UNIVERSITY

SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF ARTS IN COMMUNITY DEVELOPMENT

UNIT CODE/NAME: BCD 421: CRISIS PREVENTION AND RECOVERY

September – December 2019/2020 End Semester Exam - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO Questions.

QUESTION ONE

- a) Define the following terms (i) Crisis (3 Marks)
 - (ii) Crisis Prevention (3 Marks)
 - (ii) Crisis recovery (3 Marks)
- b) Explain 5 leadership competences that are important during crisis and after crisis (10 Marks)
- c) Explain the relationship between social media and crisis Management (5 Marks)
- d) Outline 2 successful and 2 unsuccessful crisis management cases. (4 Marks)
- e) Outline 2 professional organizations that provide advice on crisis management (2 Marks)

QUESTION TWO

- a) Define the term crisis management (3 Marks)
- b) Explain 6 types of crisis. (12 Marks)

QUESTION THREE

- a) Define the term crisis response teams (5 Marks).
- b) Explain 5 Phases of crisis that require specific crisis leadership competences (10 Marks)

QUESTION FOUR

- a) Define the term Crisis leadership (3 Marks)
- b) Explains 4 models and theories used in crisis Management (12 Marks)

QUESTION FIVE

- a) Define the term crisis prevention Network (3 Marks)
- b) Explain 4 Managerial strategies used in crisis prevention and recovery (12 Marks)