

# Advanced Master's Degree Senior Communications Management





## Advanced Master's Degree Senior Communications Management

- » Modality: online
- » Duration: 2 years
- » Certificate: TECH Global University
- » Credits: 120 ECTS
- » Schedule: at your own pace
- » Exams: online

Website: [www.techtute.com/us/journalism-communication/advanced-master-degree/advanced-master-degree-senior-communications-management](http://www.techtute.com/us/journalism-communication/advanced-master-degree/advanced-master-degree-senior-communications-management)

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# 01

# Introduction

The program in Senior Communications Management is designed to specialize communication professionals who are capable of elaborating efficient communication plans and strategies, preparing them to work in companies and organizations in managerial positions in the corporate organization chart.

Through this highly-skilled program, the student will be able will be able to take a strong and solid step forward in this area, achieving the personal and professional skills required to practice as an expert in the field. A complete and effective program that will propel you to the highest level of competence.







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*A program created for professionals who aspire to excellence, that will enable them to acquire new skills and strategies easily and effectively”*

The Corporate Communications Director is an essential figure in the corporate organizational chart, since they are responsible for the correct management of corporate communications. The company's brand will be affected by the decisions it makes, thereby leading to an improvement or worsening of the corporate reputation. Therefore, this Advanced Master's Degree offers the necessary techniques and strategies for the development of a communication plan that brings benefits and allows the company's objectives to be achieved.

To do so, the professional must have in depth knowledge of the business environment, the organization itself, as well as the goals set by the company. All this, together with the correct management of the corporate media, whether digital or physical, will allow the company to achieve success with a positive reputation and known by all.

TECH is passionately committed to helping highly qualified individuals to specialize and develop their personal, social and professional skills.

The student will not only be guided through the theoretical knowledge offered, but will also find another way of studying and learning, one which is more organic, simpler and more efficient. TECH works to keep you motivated and to create a passion for learning that will drive you develop critical thinking.

This Advanced Master's Degree is designed to give you access to the specific knowledge of this discipline in an intensive and practical way, which is of great value to any professional.

Furthermore, as it is a 100% online specialization, the student decides where and when to study. Without the restrictions of fixed timetables or having to move between classrooms, this course can be combined with work and family life.

This **Advanced Master's Degree in Senior Communications Management** contains the most complete and up to date program on the market. The most important features of the program include:

- ◆ The latest technology in online teaching software
- ◆ A highly visual teaching system, supported by graphic and schematic contents that are easy to assimilate and understand
- ◆ Practical cases presented by practising experts
- ◆ State of the art interactive video systems
- ◆ Teaching supported by remote learning
- ◆ Continuous updating and retraining systems
- ◆ Autonomous learning: full compatibility with other occupations
- ◆ Practical exercises for self evaluation and learning verification
- ◆ Support groups and educational synergies: questions to the expert, debate and knowledge forums
- ◆ Communication with the teacher and individual reflection work
- ◆ Content that is accessible from any, fixed or portable device with an Internet connection
- ◆ Supplementary documentation databases are permanently available, even after the program



*A deep and complete immersion  
in Corporate Communication  
strategies and approaches"*

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*A high level of scientific learning, supported by advanced technological development and the teaching experience of the best professionals"*

Our teaching staff is made up of working professionals. In this way TECH ensures that it delivers the up-to-date information it aims to. A multidisciplinary team of professionals who have experience in different environments will develop the theoretical knowledge in an efficient way, but above all, will contribute their practical knowledge from their own experience to the course: one of the differential qualities of this TECH Advanced Master's Degree.

This command of the subject is complemented by the effectiveness of the methodological design of this Advanced Master's Degree. Developed by a multidisciplinary team of e-learning experts, it integrates the latest advances in educational technology. In this way, the student will be able to study with a range of comfortable and versatile multimedia tools that will give them the operability they need in their specialization.

The design of this program is based on Problem-Based Learning: an approach that conceives learning as a highly practical process. To achieve this remotely, we will use telepractice. With the help of an innovative interactive video system and Learning from an Expert, the student will be able to acquire the knowledge as if they were actually dealing with the situations they are learning about. A concept that will allow them to integrate and consolidate learning in a more realistic and permanent way.

*A complete program that will allow you to get intensive education in each and every aspect of Corporate Communication*

*We have the best teaching methodology and a multitude of simulated cases that will help you learn in real situations*



02

# Objectives

Our objective is to prepare highly qualified professionals for the working world. An objective that is complemented, moreover, in a global manner, by promoting human development that lays the foundations for a better society. This objective is focused on helping professionals reach a much higher level of expertise and control. A goal that you will be able to achieve thanks to a highly intensive and detailed course.





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*Our goal is to help you achieve yours, through a very unique specialist program that will become an unparalleled professional growth experience"*



## General Objectives

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- ◆ Achieve the necessary knowledge to write and transmit corporate information through different media and platforms, both physical and digital
- ◆ Acquire the necessary knowledge to communicate adequately in all areas, channels and networks, using the appropriate languages for each communication style

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*Achieve excellence with the guidance of today's most experienced experts and boost your chances of achieving the top positions with an unbeatable CV"*







## Specific Objectives

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- ◆ Define the latest trends and developments in business management
- ◆ Build a personal and managerial skills development and improvement plan
- ◆ Develop strategies to carry out decision making in a complex and unstable environment
- ◆ Develop the ability to detect, analyze, and solve problems
- ◆ Develop the skills required to manage business activities strategically
- ◆ Explain the company from a global point of view, as well as the responsibility developed by each area of the company
- ◆ Design innovative strategies and policies to improve management and business efficiency
- ◆ Formulate and implement growth strategies that adapt the company to changes in the national and international environment
- ◆ Develop strategies for brand and corporate reputation management as strategic resources for differentiation, legitimacy and business excellence
- ◆ Describe the strategic role of integrated and consistent communication with all the *stakeholders*
- ◆ Strengthen leadership skills and competencies of future asset managers
- ◆ Establish techniques for creating a personal and professional brand
- ◆ Implement rigorous metrics that show a return on the strategic management of intangible assets, both with consolidated non-financial indicators and with direct impact on the business
- ◆ Describe the new rules of communication, own content creation and the relationship with *stakeholders* in the digital world within which organizations compete
- ◆ Plan and implement integral communication plans
- ◆ Establish complex communication strategies to achieve a link with all audiences
- ◆ Develop skills and competencies for efficiently managing all aspects of the communication department of any organization in all its branches
- ◆ Describe the essential elements of corporate communication management
- ◆ Explore the characteristics of communication in specific sectors

03

# Course Management

This academic program includes the most specialized teaching staff in the current educational market. They are specialists selected by TECH to develop the whole syllabus. In this way, starting from their own existence and the latest evidence, they have designed the most up-to-date content that provides a guarantee of quality in such a relevant subject.





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*TECH offers the most specialized teaching staff in the field of study. Enroll now and enjoy the quality you deserve”*

## International Guest Director

Awarded with the “International Content Marketing Awards” for her creativity, leadership and quality of her informative contents, Wendy Thole-Muir is a recognized Communication Director highly specialized in the field of Reputation Management.

In this sense, she has developed a solid professional career of more than two decades in this field, which has led her to be part of prestigious international reference entities such as Coca-Cola. Her role involves the supervision and management of corporate communication, as well as the control of the organizational image. Among her main contributions, she has led the implementation of the Yammer internal interaction platform. Thanks to this, employees increased their commitment to the brand and created a community that significantly improved the transmission of information.

On the other hand, she has been in charge of managing the communication of the companies’ strategic investments in different African countries. An example of this is that she has managed dialogues around significant investments in Kenya, demonstrating the commitment of the entities to the economic and social development of the country. At the same time, she has achieved numerous recognitions for her ability to manage the perception of the firms in all the markets in which it operates. In this way, she has ensured that companies maintain a high profile and consumers associate them with high quality.

In addition, in her firm commitment to excellence, she has actively participated in renowned global Congresses and Symposiums with the objective of helping information professionals to stay at the forefront of the most sophisticated techniques to develop successful strategic communication plans. In this way, she has helped numerous experts to anticipate institutional crisis situations and to manage adverse events in an effective manner.



## Ms. Thole-Muir, Wendy

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- ♦ Director of Strategic Communications and Corporate Reputation at Coca-Cola, South Africa
- ♦ Head of Corporate Reputation and Communications at ABI at SABMiller de Lovania, Belgium
- ♦ Communications Consultant at ABI, Belgium  
Reputation and Communications Consultant at Third Door in Gauteng, South Africa
- ♦ Master's Degree in Social Behavioral Studies, University of South Africa
- ♦ Master's Degree in Sociology and Psychology, University of South Africa
- ♦ Bachelor of Arts in Political Science and Industrial Sociology from the University of KwaZulu-Natal, South Africa
- ♦ Bachelor of Arts in Psychology from the University of South Africa

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*Thanks to TECH, you will be able to learn with the best professionals in the world”*



# 04

# Skills

Once all the contents have been studied and the objectives of the Advanced Master's Degree in Senior Communications Management have been achieved, the professional will have a superior skillset and capabilities in this area. A comprehensive approach, in a first-class program that makes all the difference.





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*Achieving excellence in any profession requires effort and perseverance. But, above all, the support of professionals, who will give you the boost you need, with the necessary means and assistance. At TECH, we offer you everything you need”*

After passing the assessments the professional will be able to:



### General Skills

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- ♦ Efficiently manage all aspects of the communication department of any organization
- ♦ Design innovative strategies and policies to improve management and business efficiency
- ♦ Plan and implement integral communication plans
- ♦ Establish complex communication strategies to achieve a link with all audiences
- ♦ Implement rigorous metrics that show a return on the strategic management of intangible assets, both with consolidated non financial indicators and with direct impact on the business
- ♦ Develop strategies for brand and corporate reputation management as strategic resources for differentiation, legitimacy and business excellence





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*Our objective is very simple: to offer you quality specialized education, with the best teaching methods currently available, so that you can reach new heights of excellence in your profession"*



# 05

# Structure and Content

The contents of this specialization have been developed by the different teachers of this program, with a clear purpose: to ensure that our students acquire each and every one of the necessary skills to become true experts in this field. The content of this course enables you to learn all aspects of the different disciplines involved in this field. A complete and well-structured program that will take you to the highest standards of quality and success.



At least 50% of all revenue received by Company

Additional payments problems - 23 Mar



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We are creating a system where very talented creatives can develop their own style and share everything. Some young talented kid comes along who can take better images than me. I'll open her images and add cherry to it to regain the number one spot. An amazing photogra-

Structure and Content | 21 **tech**



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*Our syllabus has been designed with teaching effectiveness in mind: so that you learn faster, more efficiently, and on a more permanent basis”*

## Module 1. Leadership, Ethics, and CSR

- 1.1. Globalization and Governance
  - 1.1.1. Globalization and Trends: Internationalization of Markets
  - 1.1.2. Economic Environment and Corporate Governance
  - 1.1.3. Accountability
- 1.2. Leadership
  - 1.2.1. Intercultural Environment
  - 1.2.2. Leadership and Business Management
  - 1.2.3. Management Roles and Responsibilities
- 1.3. Business Ethics
  - 1.3.1. Ethics and Integrity
  - 1.3.2. Ethical Behavior in Companies
  - 1.3.3. Deontology, Codes of Ethics and Codes of Conduct
  - 1.3.4. Fraud and Corruption Prevention
- 1.4. Sustainability
  - 1.4.1. Business and Sustainable Development
  - 1.4.2. Social, Environmental, and Economic Impact
  - 1.4.3. The 2030 Agenda and SDGs
- 1.5. Corporate Social Responsibility
  - 1.5.1. Corporate Social Responsibility
  - 1.5.2. Roles and Responsibilities
  - 1.5.3. Implementing Corporate Social Responsibility

## Module 2. Strategic Management and *Executive Management*

- 2.1. Organizational Analysis and Design
  - 2.1.1. Organizational Culture
  - 2.1.2. Organizational analysis
  - 2.1.3. Designing the Organizational Structure
- 2.2. Corporate Strategy
  - 2.2.1. Corporate Level Strategy
  - 2.2.2. Types of Corporate Level Strategies
  - 2.2.3. Determining the Corporate Strategy
  - 2.2.4. Corporate Strategy and Reputational Image
- 2.3. Strategic Planning and Strategy Formulation
  - 2.3.1. Strategic Thinking
  - 2.3.2. Strategic Planning and Formulation
  - 2.3.3. Sustainability and Corporate Strategy
- 2.4. Strategy Models and Patterns
  - 2.4.1. Wealth, Value, and Return on Investments
  - 2.4.2. Corporate Strategy: Methodology
  - 2.4.3. Growing and Consolidating the Corporate Strategy
- 2.5. Strategic Management
  - 2.5.1. Strategic Mission, Vision, and Values
  - 2.5.2. Balanced Scorecard
  - 2.5.3. Analyzing, Monitoring, and Evaluating the Corporate Strategy
  - 2.5.4. Strategic Management and Reporting
- 2.6. Implementing and Executing Strategy
  - 2.6.1. Implementing the Strategy: Objectives, Actions, and Impacts
  - 2.6.2. Strategic Alignment and Supervision
  - 2.6.3. Continuous Improvement Approach
- 2.7. Executive Management
  - 2.7.1. Integrating Functional Strategies into the Global Business Strategies
  - 2.7.2. Management Policy and Processes
  - 2.7.3. Knowledge Management



- 2.8. Analyzing and Solving Cases/Problems
  - 2.8.1. Problem Solving Methodology
  - 2.8.2. Case Method
  - 2.8.3. Positioning and Decision Making

### Module 3. People and Talent Management

- 3.1. Organizational Behavior
  - 3.1.1. Organizational Theory
  - 3.1.2. Key Factors for Change in Organizations
  - 3.1.3. Corporate Strategies, Types, and Knowledge Management
- 3.2. Strategic People Management
  - 3.2.1. Job Design, Recruitment, and Selection
  - 3.2.2. Human Resources Strategic Plan: Design and Implementation
  - 3.2.3. Job Analysis: Design and Selection of People
  - 3.2.4. Training and Professional Development
- 3.3. Management and Leadership Development
  - 3.3.1. Management Skills: Competencies and Skills for the 21st Century
  - 3.3.2. Non-Managerial Skills
  - 3.3.3. Map of Skills and Abilities
  - 3.3.4. Leadership and People Management
- 3.4. Change Management
  - 3.4.1. Performance Analysis
  - 3.4.2. Strategic Approach
  - 3.4.3. Change Management: Key Factors, Process Design and Management
  - 3.4.4. Continuous Improvement Approach
- 3.5. Negotiation and Conflict Management
  - 3.5.1. Negotiation Objectives: Differentiating Elements
  - 3.5.2. Effective Negotiation Techniques
  - 3.5.3. Conflicts: Factors and Types
  - 3.5.4. Efficient Conflict Management: Negotiation and Communication

- 3.6. Executive Communication
  - 3.6.1. Performance Analysis
  - 3.6.2. Leading Change: Resistance to Change
  - 3.6.3. Managing Change Processes
  - 3.6.4. Managing Multicultural Teams
- 3.7. Team Management and People Performance
  - 3.7.1. Multicultural and Multidisciplinary Environment
  - 3.7.2. Team and People Management
  - 3.7.3. Coaching and People Performance
  - 3.7.4. Management Meetings: Planning and Time Management
- 3.8. Knowledge and Talent Management
  - 3.8.1. Identifying Knowledge and Talent in Organizations
  - 3.8.2. Corporate Knowledge and Talent Management Models
  - 3.8.3. Creativity and Innovation

## Module 4. Economic and Financial Management

- 4.1. Economic Environment
  - 4.1.1. Organizational Theory
  - 4.1.2. Key Factors for Change in Organizations
  - 4.1.3. Corporate Strategies, Types, and Knowledge Management
- 4.2. Executive Accounting
  - 4.2.1. International Accounting Framework
  - 4.2.2. Introduction to the Accounting Cycle
  - 4.2.3. Company Financial Statements
  - 4.2.4. Analysis of Financial Statements: Decision Making
- 4.3. Budget and Management Control
  - 4.3.1. Budgetary Planning
  - 4.3.2. Management Control: Design and Objectives
  - 4.3.3. Supervision and *Reporting*
- 4.4. Corporate Tax Responsibility
  - 4.4.1. Corporate Tax Responsibility
  - 4.4.2. Tax Procedure: A Case Country Approach

- 4.5. Corporate Control Systems
  - 4.5.1. Types of Control
  - 4.5.2. Regulatory Compliance
  - 4.5.3. Internal Auditing
  - 4.5.4. External Auditing
- 4.6. Financial Management
  - 4.6.1. Introduction to Financial Management
  - 4.6.2. Financial Management and Corporate Strategy
  - 4.6.3. Chief Financial Officer (CFO): Managerial Skills
- 4.7. Financial Planning
  - 4.7.1. Business Models and Financing Needs
  - 4.7.2. Financial Analysis Tools
  - 4.7.3. Short Term Financial Planning
  - 4.7.4. Long Term Financial Planning
- 4.8. Corporate Financial Strategy
  - 4.8.1. Corporate Financial Investments
  - 4.8.2. Strategic Growth: Types
- 4.9. Macroeconomic Context
  - 4.9.1. Macroeconomic Analysis
  - 4.9.2. Economic Indicators
  - 4.9.3. Economic Cycle
- 4.10. Strategic Financing
  - 4.10.1. Banking Business: Current Environment
  - 4.10.2. Risk Analysis and Management
- 4.11. Money and Capital Markets
  - 4.11.1. Fixed Income Market
  - 4.11.2. Equity Market
  - 4.11.3. Valuation of Companies
- 4.12. Analyzing and Solving Cases/Problems
  - 4.12.1. Problem Solving Methodology
  - 4.12.2. Case Method

## Module 5. Operations and Logistics Management

- 5.1. Operations Management
  - 5.1.1. Define the Operations Strategy
  - 5.1.2. Supply Chain Planning and Control
  - 5.1.3. Indicator Systems
- 5.2. Purchasing Management
  - 5.2.1. Stocks Management
  - 5.2.2. Warehouse Management
  - 5.2.3. Purchasing and Procurement Management
- 5.3. Supply Chain Management (1)
  - 5.3.1. Costs and Efficiency of the Operations Chain
  - 5.3.2. Change in Demand Patterns
  - 5.3.3. Change in Operations Strategy
- 5.4. Supply Chain Management (2). Implementation
  - 5.4.1. Lean Manufacturing/Lean Thinking
  - 5.4.2. Logistics Management
  - 5.4.3. Purchasing
- 5.5. Logistical Processes
  - 5.5.1. Organization and Management by Processes
  - 5.5.2. Procurement, Production, Distribution
  - 5.5.3. Quality, Quality Costs, and Tools
  - 5.5.4. After-Sales Service
- 5.6. Logistics and Customers
  - 5.6.1. Demand Analysis and Forecasting
  - 5.6.2. Sales Forecasting and Planning
  - 5.6.3. Collaborative Planning, Forecasting, and Replacement
- 5.7. International Logistics
  - 5.7.1. Customs, Export and Import processes
  - 5.7.2. Methods and Means of International Payment
  - 5.7.3. International Logistics Platforms

- 5.8. Competing through Operations
  - 5.8.1. Innovation in Operations as a Competitive Advantage in the Company
  - 5.8.2. Emerging Technologies and Sciences
  - 5.8.3. Information Systems in Operations

## Module 6. Information Systems Management

- 6.1. Information Systems Management
  - 6.1.1. Business Information Systems
  - 6.1.2. Strategic Decisions
  - 6.1.3. The Role of the CIO
- 6.2. Information Technology and Business Strategy
  - 6.2.1. Company and Industry Sector Analysis
  - 6.2.2. Online Business Models
  - 6.2.3. The Value of IT in a Company
- 6.3. IS Strategic Planning
  - 6.3.1. The Process of Strategic Planning
  - 6.3.2. Formulating the IS Strategy
  - 6.3.3. Strategy Implementation Plan
- 6.4. Information Systems and Business Intelligence
  - 6.4.1. CRM and Business Intelligence
  - 6.4.2. Business Intelligence Project Management
  - 6.4.3. Business Intelligence Architecture
- 6.5. New ICT-Based Business Models
  - 6.5.1. Technology Based Business Models
  - 6.5.2. Innovation Abilities
  - 6.5.3. Redesigning the Value Chain Processes
- 6.6. e-Commerce
  - 6.6.1. e-Commerce Strategic Plan
  - 6.6.2. Logistics Management and Customer Service in e-Commerce
  - 6.6.3. e-Commerce as an Opportunity for Internationalization



- 6.7. e-Business Strategies
  - 6.7.1. Social Media Strategies
  - 6.7.2. Optimizing Service Channels and Customer Support
  - 6.7.3. Digital Regulation
- 6.8. Digital Business
  - 6.8.1. Mobile e-Commerce
  - 6.8.2. Design and Usability
  - 6.8.3. e-Commerce Operations

## Module 7. Commercial Management, Marketing, and Corporate Communication

- 7.1. Commercial Management
  - 7.1.1. Sales Management
  - 7.1.2. Commercial Strategy
  - 7.1.3. Sales and Negotiation Techniques
  - 7.1.4. Management of Sales Teams
- 7.2. Marketing
  - 7.2.1. Marketing and the Impact on the Company
  - 7.2.2. Basic Marketing Variables
  - 7.2.3. Marketing Plan
- 7.3. Strategic Marketing Management
  - 7.3.1. Sources of Innovation
  - 7.3.2. Current Trends in Marketing
  - 7.3.3. Marketing Tools
  - 7.3.4. Marketing Strategy and Communication with Customers
- 7.4. Digital Marketing Strategy
  - 7.4.1. Approach to Digital Marketing
  - 7.4.2. Digital Marketing Tools
  - 7.4.3. Inbound Marketing and the Evolution of Digital Marketing
- 7.5. Sales and Communication Strategy
  - 7.5.1. Positioning and Promotion
  - 7.5.2. Public Relations



- 7.5.3. Sales and Communication Strategy
- 7.6. Corporate Communication
  - 7.6.1. Internal and External Communication
  - 7.6.2. Communication Departments
  - 7.6.3. Communication Managers: Managerial Skills and Responsibilities
- 7.7. Corporate Communication Strategy
  - 7.7.1. Corporate Communication Strategy
  - 7.7.2. Communication Plan
  - 7.7.3. Press Release/Clipping/Publicity Writing

## Module 8. Innovation and Project Management

- 8.1. Innovation
  - 8.1.1. Macro Concept of Innovation
  - 8.1.2. Types of Innovation
  - 8.1.3. Continuous and Discontinuous Innovation
  - 8.1.4. Training and Innovation
- 8.2. Innovation Strategy
  - 8.2.1. Innovation and Corporate Strategy
  - 8.2.2. Global Innovation Project: Design and Management
  - 8.2.3. Innovation Workshops
- 8.3. Business Model Design and Validation
  - 8.3.1. The Lean Start up Methodology
  - 8.3.2. Innovative Business Initiative: Stages
  - 8.3.3. Financing Arrangements
  - 8.3.4. Model Tools: Empathy Map, Canvas Model, and Metrics
  - 8.3.5. Growth and Loyalty
- 8.4. Project Management
  - 8.4.1. Innovation Opportunities
  - 8.4.2. Feasibility Study and Proposal Specification
  - 8.4.3. Project Definition and Design
  - 8.4.4. Project Execution
  - 8.4.5. Project Closure

## Module 9. Organizations Management

- 9.1. Corporate Finance
  - 9.1.1. Financial Policy and Growth
  - 9.1.2. Company Valuation Methods
  - 9.1.3. Capital Structure and Financial Leverage
  - 9.1.4. Finance for the Global Communications Officer
- 9.2. Strategic Leadership for Intangible Asset Economy
  - 9.2.1. Cultural Alignment Strategies
  - 9.2.2. Corporate and Differentiating Leadership
  - 9.2.3. Change and Transformation Agent
- 9.3. Economic Situation
  - 9.3.1. The Fundamentals of the Global Economy
  - 9.3.2. The Globalization of Companies and Financial Markets
  - 9.3.3. Entrepreneurship and New Markets
- 9.4. Innovation and Digital Transformation
  - 9.4.1. Management and Strategic Innovation
  - 9.4.2. Creative Thinking and Design Thinking
  - 9.4.3. Open Innovation
  - 9.4.4. Sharing Economy
- 9.5. International Context
  - 9.5.1. Geopolitics
  - 9.5.2. Divisive Markets and Types of Change
  - 9.5.3. Hedging with Currency Exchange Contracts
  - 9.5.4. Foreign Investments and Exportation Financing

## Module 10. Managerial Skills

- 10.1. Public Speaking and Spokesperson Training
  - 10.1.1. Interpersonal Communication
  - 10.1.2. Communication Skills and Influence
  - 10.1.3. Communication Barriers
- 10.2. Communication and Leadership
  - 10.2.1. Leadership and Leadership Styles
  - 10.2.2. Motivation
  - 10.2.3. Skills and Abilities of the Leader 2.0
- 10.3. Personal Branding
  - 10.3.1. Strategies for Personal Brand Development
  - 10.3.2. Personal Branding Laws
  - 10.3.3. Tools for Creating Personal Brands
- 10.4. Team Management
  - 10.4.1. Work Teams and Management Meetings
  - 10.4.2. Managing Change Processes
  - 10.4.3. Managing Multicultural Teams
  - 10.4.4. Coaching
- 10.5. Negotiation and Conflict Resolution
  - 10.5.1. Effective Negotiation Techniques
  - 10.5.2. Interpersonal Conflicts
  - 10.5.3. Intercultural Negotiation
- 10.6. Emotional Intelligence
  - 10.6.1. Emotional Intelligence and Communication
  - 10.6.2. Assertiveness, Empathy, and Active Listening
  - 10.6.3. Self Esteem and Emotional Language
- 10.7. Relational Capital: Coworking
  - 10.7.1. Managing Human Capital
  - 10.7.2. Performance Analysis
  - 10.7.3. Managing Equality and Diversity
  - 10.7.4. Innovation in People Management

- 10.8. Time Management
  - 10.8.1. Planning, Organization and Control
  - 10.8.2. The Methodology of Time Management
  - 10.8.3. Action Plans
  - 10.8.4. Tools for Efficient Time Management

## Module 11. Ethics and Corporate Social Responsibility

- 11.1. The Managerial Role and CSR
  - 11.1.1. Strategic Vision and Corporate Social Responsibility
  - 11.1.2. Balanced Scorecard
  - 11.1.3. Systems and Models for Implementing CSR
  - 11.1.4. Organization of CSR Roles and Responsibilities
- 11.2. Corporate Responsibility
  - 11.2.1. Value Creation in an Economy of Intangibles
  - 11.2.2. CSR: Corporate Commitment
  - 11.2.3. Social, Environmental, and Economic Impact
- 11.3. Responsible Finance and Investment
  - 11.3.1. Sustainability and the CFO's Responsibility
  - 11.3.2. Transparency in Information
  - 11.3.3. Finance and Responsible Investment
  - 11.3.4. Social Economy, Cooperativity and Corporate Social Responsibility
- 11.4. Business and Environment
  - 11.4.1. Sustainable Development
  - 11.4.2. Legislative Development in Environmental Responsibility
  - 11.4.3. Response of Companies to Environmental Problems
  - 11.4.4. Waste and Emissions
- 11.5. Packaging and Environment
  - 11.5.1. Packaging as a Differentiation Business Strategy
  - 11.5.2. Encouragement and Communication at the Point of Sale
  - 11.5.3. Packaging Design and Future Trends
- 11.6. Responsible Management Systems and Tools
  - 11.6.1. Social Responsibility Management Systems



- 11.6.2. Integration Systems
- 11.6.3. Quality Management Systems, the Environment and Occupational Health and Safety
- 11.6.4. Audits
- 11.7. Multinationals and Human Rights
  - 11.7.1. Globalization, Human Rights and Multinational Companies
  - 11.7.2. Multinational Companies and International Law
  - 11.7.3. Specific Legal Instruments
- 11.8. Legal Environment and Corporate Governance
  - 11.8.1. International Rules on Importation and Exportation
  - 11.8.2. Intellectual and Industrial Property
  - 11.8.3. International Labor Law

## Module 12. Corporate Communication, Brand Strategy and Reputation

- 12.1. Corporate Identity and Strategic Vision
  - 12.1.1. Identity and Redefining Business Values
  - 12.1.2. Corporate Business Culture
  - 12.1.3. Communication Department Challenges
  - 12.1.4. Public Image and Projection
- 12.2. Corporate Brand Strategy
  - 12.2.1. Public Image and Stakeholders
  - 12.2.2. Corporate Branding Strategy and Management
  - 12.2.3. Corporate Communication Strategy in Line with Brand Identity
- 12.3. Reputation Theory
  - 12.3.1. Reputation as a Paradigm of a Good Company
  - 12.3.2. The Concept of Corporate Reputation
  - 12.3.3. Internal Reputation
  - 12.3.4. Influence of Internationalization on Corporate Reputation
- 12.4. Reputation Evaluation
  - 12.4.1. Corporate Reputation Audit
  - 12.4.2. Listed Companies Reputation Monitor
  - 12.4.3. Reputational Good Governance Index

- 12.4.4. Analysis of Sectorial Reputation
- 12.5. Reputation Management
  - 12.5.1. Corporate Reputation Management
  - 12.5.2. Focus on Brand Reputation
  - 12.5.3. Leadership Reputation Management
- 12.6. Reputation Risk and Crisis Management
  - 12.6.1. Listening to and Managing Feedback
  - 12.6.2. Procedures, Crisis Manual and Contingency Plans
  - 12.6.3. Spokesperson Training in Emergency Situations
- 12.7. Ethical Sustainability
  - 12.7.1. Sustainable Criteria and Strategies
  - 12.7.2. Communication Campaigns with Sustainability Criteria
  - 12.7.3. Sustainable Brand Positioning and Image
- 12.8. Brand Metrics and Analysis and Reputation
  - 12.8.1. Introduction to the Metrics of Corporate Branding
  - 12.8.2. Internal and External Measurement Indexes
  - 12.8.3. Brand Management Tools
  - 12.8.4. Brand Assessment and Ranking

## Module 13. Strategic Planning in Corporate Communication

- 13.1. Strategic Planner
  - 13.1.1. Strategic Planner: Origins and Functions
  - 13.1.2. The Strategic Planner in Public Businesses, Strategic Consultancies and Communication Companies
  - 13.1.3. Stakeholder Management
- 13.2. Models and Schools for Planning
  - 13.2.1. Models for Intangibles Management
  - 13.2.2. Intangibles and Strategic Plans
  - 13.2.3. Evaluation of Intangibles
  - 13.2.4. Reputation and Intangibles
- 13.3. Qualitative Research in Strategic Planning
  - 13.3.1. Insight Detection
  - 13.3.2. Focus Groups for Strategic Planning
  - 13.3.3. Planning of Strategic Interviews

- 13.4. Quantitative Research in Strategic Planning
  - 13.4.1. Data Analysis and Drawing Conclusions
  - 13.4.2. Use of Psychometric Techniques
  - 13.4.3. Challenges of Applied Research in Business Communication
- 13.5. Creative Strategy Formulation
  - 13.5.1. Explore Alternative Strategies
  - 13.5.2. Counterbriefing or Creative Briefing
  - 13.5.3. Branding and Positioning
- 13.6. Strategic Use of Different Media
  - 13.6.1. 360° Campaigns
  - 13.6.2. Launching of New Products
  - 13.6.3. Social Trends
  - 13.6.4. Evaluation of Effectiveness
- 13.7. Trends in Business Communication
  - 13.7.1. Generation and Distribution of Corporate Content
  - 13.7.2. Business Communication on the Web 2.0
  - 13.7.3. Implementation of Metrics in the Communication Process
- 13.8. Sponsorship and Patronage
  - 13.8.1. Sponsorship, Patronage and Social Advertising Action Strategies
  - 13.8.2. Communication Opportunities and Tangible and Intangible Returns
  - 13.8.3. Hospitality and Collaboration Actions

## Module 14. Managing Aspects of Corporate Communication

- 14.1. Communication in Organizations
  - 14.1.1. Organizations, People and Society
  - 14.1.2. Historical Evolution of Organizational Behavior
  - 14.1.3. Bidirectional Communication
  - 14.1.4. Communication Barriers
- 14.2. Structure, Control and Challenges in Communication Management
  - 14.2.1. Departmental Structure in Communication Management
  - 14.2.2. Current Trends in Management Models
  - 14.2.3. Integration of Intangibles
  - 14.2.4. Communication Department Challenges

- 14.3. Integral Communication Plans
  - 14.3.1. Audit and Diagnosis
  - 14.3.2. Elaboration of Communication Plan
  - 14.3.3. Measuring results: KPIs and ROI
- 14.4. Effects of the Media
  - 14.4.1. Efficiency of Commercial and Advertising Communication
  - 14.4.2. Theories on the Effects of the Media
  - 14.4.3. Social and Co-creation Models
- 14.5. Press Offices and Their Relationship with Communication Media
  - 14.5.1. Identifying Opportunities and Information Needs
  - 14.5.2. Management of Reports and Spokesperson Interviews
  - 14.5.3. Virtual Press Room and e-Communication
  - 14.5.4. Buying Advertising Space
- 14.6. Public Relations
  - 14.6.1. PR Strategy and Practice
  - 14.6.2. Protocol and Ceremonial Rules
  - 14.6.3. Event Organization and Creative Management
- 14.7. Lobbies and Pressure Groups
  - 14.7.1. Opinion Groups and Their Actions in Businesses and Institutions
  - 14.7.2. Institutional Relations and Lobbying
  - 14.7.3. Areas of Intervention, Regulatory Instruments, Diffusion Strategies and Media
- 14.8. Internal Communication
  - 14.8.1. Motivational Programs, Social Action, Participation and Training with HR
  - 14.8.2. Internal Communication Support and Tools
  - 14.8.3. Internal Communication Plan
- 14.9. Branding & Naming
  - 14.9.1. Brand Management and Coordination in Launching of New Products
  - 14.9.2. Brand Repositioning
- 14.10. Audience Forecasting and Data Sources
  - 14.10.1. Measurement Units and Audience Profiles
  - 14.10.2. Affinity, Sharing, Rating and GRPs
  - 14.10.3. Current Suppliers in the Advertising Market

# Social Media



## Module 15. Communication in Specialized Sectors

- 15.1. Financial Communication
  - 15.1.1. Value of Intangibles
  - 15.1.2. Financial Communication in Listed Companies
  - 15.1.3. The Issuers of the Financial Communication
  - 15.1.4. Public Objective in Financial Operations
- 15.2. Political and Electoral Communication
  - 15.2.1. Image in Political and Electoral Campaigns
  - 15.2.2. Political Advertising
  - 15.2.3. Political and Electoral Communication Plan
  - 15.2.4. Electoral Communication Audits
- 15.3. Communication and Health
  - 15.3.1. Journalism and Health Information
  - 15.3.2. Interpersonal and Group Communication in the Field of Health
  - 15.3.3. Communication Risk and Communicative Management in a Health Crisis
- 15.4. Digital Culture and Hypermedia Museography
  - 15.4.1. Production and Diffusion of Art in the Digital Era
  - 15.4.2. Cultural Spaces as a Paradigm of Hypermedia and Transmedia Convergences
  - 15.4.3. Constructive Participation in the Digital Culture
- 15.5. Communication at the Forefront of Public Organizations
  - 15.5.1. Communication in the Public Sector
  - 15.5.2. Strategy and Creation in Public Organization Communications
  - 15.5.3. Intangible Assets in the Public Sector
  - 15.5.4. Information Policy of Public Organizations
- 15.6. Communications in Non Profit Organizations
  - 15.6.1. NPO and Relationship with Government Agencies
  - 15.6.2. Corporative Reputation in Non Profit Organizations
  - 15.6.3. Diagnosis, Evaluation and Development in Communication Plans for These Types of Organizations
  - 15.6.4. Different Figures and Communication Media

## Module 16. Marketing and Communication

- 16.1. Product Placement and Branded Content
  - 16.1.1. Unique Forms of Communication and Brand Placement
  - 16.1.2. Concepts, Products and Services in User Friendly Media
- 16.2. Digital Media Planning and Contracting
  - 16.2.1. Real Time Bidding
  - 16.2.2. Integrated Digital Campaign Planning
  - 16.2.3. Advertising Investment Control Scorecard
- 16.3. Promotional Marketing
  - 16.3.1. Consumer Promotions
  - 16.3.2. Sales Force, Channel, Point of Sale and Special Promotions
  - 16.3.3. Success and Cost Effectiveness of Promotional Actions
- 16.4. Planning, Execution and Measurement of SEM Campaigns
  - 16.4.1. Search Engine Marketing
  - 16.4.2. Conversion of Traffic to Qualified Traffic
  - 16.4.3. SEM Project Management
- 16.5. Metrics and Results Analysis in Public Digital Campaigns
  - 16.5.1. Ad Servers
  - 16.5.2. Traditional Metrics in Digital GRPs
  - 16.5.3. CrossMedia and Interactions
- 16.6. Display Advertising, Rich Media and Viral Publicity
  - 16.6.1. Media, Formats and Supports
  - 16.6.2. The Conversion Cycle
  - 16.6.3. Buzz Marketing and WOM
- 16.7. Mobile Marketing, Geo Localization and Internet TV
  - 16.7.1. New Mobile Marketing Applications
  - 16.7.2. Geo Localization
  - 16.7.3. Applications which Integrate Websites, Geotagging and Mobile
- 16.8. Advertising Effectiveness
  - 16.8.1. Research Techniques and Tracking Campaigns
  - 16.8.2. Coverage and Effective Frequency Analysis
  - 16.8.3. Notoriety and Time Distribution Patterns of Advertising Pressure

## Module 17. Customer Relationship Management

- 17.1. CRM and Relational Marketing
  - 17.1.1. Business Philosophy or Strategic Orientation
  - 17.1.2. Customer Identification and Differentiation
  - 17.1.3. The Company and its Stakeholders
  - 17.1.4. Clienting
- 17.2. Database Marketing and Customer Relationship Management
  - 17.2.1. Database Marketing Applications
  - 17.2.2. Laws and Regulations
  - 17.2.3. Information Sources, Storage, and Processing
- 17.3. Consumer Psychology and Behavior
  - 17.3.1. The Study of Consumer Behavior
  - 17.3.2. Internal and External Consumer Factors
  - 17.3.3. Consumer Decision Process
  - 17.3.4. Consumerism, Society, Marketing, and Ethics
- 17.4. Consumer Centric Marketing
  - 17.4.1. Segmentation.
  - 17.4.2. Profitability Analysis
  - 17.4.3. Customer Loyalty Strategies
- 17.5. CRM Management Techniques
  - 17.5.1. Direct Marketing
  - 17.5.2. Multichannel Integration
  - 17.5.3. Viral Marketing
- 17.6. Advantages and Risks of Implementing CRM
  - 17.6.1. CRM, Sales and Costs
  - 17.6.2. Customer Satisfaction and Loyalty
  - 17.6.3. Technology Implementation
  - 17.6.4. Strategic and Management Errors



**Module 18. Communication Strategy in the Digital World**

- 18.1. Web 2.0 or the Social Web
  - 18.1.1. Organization in the Age of Conversation
  - 18.1.2. Web 2.0 Is All About People
  - 18.1.3. Digital Environment and New Communication Formats
- 18.2. Digital Communication and Reputation
  - 18.2.1. Online Reputation Report
  - 18.2.2. Netiquette and Good Practices on Social Media
  - 18.2.3. Branding and Networking 2.0
- 18.3. Designing and Planning an Online Reputation Plan
  - 18.3.1. Overview of the Main Social Media in Spain
  - 18.3.2. Brand Reputation Plan
  - 18.3.3. General metrics, ROI, and Social CRM
  - 18.3.4. Online Crisis and Reputational SEO
- 18.4. General, Professional, and Microblogging Platforms
  - 18.4.1. Facebook
  - 18.4.2. LinkedIn
  - 18.4.3. Google+
  - 18.4.4. Twitter
- 18.5. Video, Image, and Mobility Platforms
  - 18.5.1. YouTube
  - 18.5.2. Instagram
  - 18.5.3. Flickr
  - 18.5.4. Vimeo
  - 18.5.5. Pinterest
- 18.6. Content and Storytelling Strategy
  - 18.6.1. Corporate Blogging
  - 18.6.2. Content Marketing Strategy
  - 18.6.3. Creating a Content Plan
  - 18.6.4. Content Curation Strategy
- 18.7. Social Media Strategies
  - 18.7.1. Corporate PR and Social Media
  - 18.7.2. Defining the Strategy to Be Followed in Each Medium
  - 18.7.3. Analysis and Evaluation of Results
- 18.8. Community Management
  - 18.8.1. Functions, Duties, and Responsibilities of the Community Manager
  - 18.8.2. Social Media Manager
  - 18.8.3. Social Media Strategist
- 18.9. Social Media Plan
  - 18.9.1. Designing a Social Media Plan
  - 18.9.2. Schedule, Budget, Expectations, and Monitoring
  - 18.9.3. Contingency Protocol in Case of Crisis
- 18.10. Online Monitoring Tools
  - 18.10.1. Management Tools and Desktop Applications
  - 18.10.2. Monitoring and Research Tools



*A comprehensive specialized program that will take you through the necessary learning to compete with the best in your profession”*

06

# Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.





“

*Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"*

## Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.

“

*At TECH, you will experience a learning methodology that is shaking the foundations of traditional universities around the world”*



*You will have access to a learning system based on repetition, with natural and progressive teaching throughout the entire syllabus*





### A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch, which presents the most demanding challenges and decisions in this field, both nationally and internationally. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and professional reality is taken into account.

“*Our program prepares you to face new challenges in uncertain environments and achieve success in your career*”

*The student will learn, through collaborative activities and real cases, how to solve complex situations in real business environments*

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They will have to combine all their knowledge and research, and argue and defend their ideas and decisions.

## Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines 8 different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

*In 2019, we obtained the best learning results of all online universities in the world*

At TECH, you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our university is the only one in the world authorized to employ this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

This methodology has trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, and financial markets and instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

*Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success*

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.



This program offers the best educational material, prepared with professionals in mind:



### Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



### Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



### Practicing Skills and Abilities

They will carry out activities to develop specific skills and abilities in each subject area. Exercises and activities to acquire and develop the skills and abilities that a specialist needs to develop in the context of the globalization that we are experiencing.



### Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.







#### Case Studies

Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best specialists in the world.



#### Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



#### Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



07

# Certificate

The Advanced Master's Degree in Senior Communications Management guarantees, in addition to the most rigorous and up-to-date education, access to an Advanced Master's Degree issued by TECH Global University.





“

*Successfully complete this program  
and receive your university qualification  
without travel or laborious paperwork”*



This program will allow you to obtain your **Advanced Master's Degree diploma in Senior Communications Management** endorsed by **TECH Global University**, the world's largest online university.

**TECH Global University** is an official European University publicly recognized by the Government of Andorra ([official bulletin](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: **Advanced Master's Degree in Senior Communications Management**

Modality: **online**

Duration: **2 years**

Accreditation: **120 ECTS**



\*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH Global University will make the necessary arrangements to obtain it, at an additional cost.



future  
health confidence people  
education information tutors  
guarantee accreditation teaching  
institutions technology learning  
community commitment  
personalized service innovation  
knowledge present quality  
development language  
virtual classroom



Advanced Master's  
Degree  
Senior Communications  
Management

- » Modality: online
- » Duration: 2 years
- » Certificate: TECH Global University
- » Credits: 120 ECTS
- » Schedule: at your own pace
- » Exams: online

# Advanced Master's Degree Senior Communications Management

