



Advanced Master's Degree MBA in Commercial Marketing Management

Language: **English**Course Modality: **Online**

Duration: 2 years

Accreditation: TECH Technological University

Official No of hours: 3,000 h.

Website: www.techtitute.com/school-of-business/advanced-master-degree/advanced-master-degree-mba-commercial-marketing-management

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01 **Welcome**

Commercial directors of a company must have extensive knowledge in different areas of the business, beyond business management itself, on which they have to focus as well. However, for this area to advance, it is essential to develop quality and robust marketing campaigns, aimed at achieving company objectives. In this sector, new techniques and tools are constantly emerging that require extensive training for those in charge, and this is why in this program we provide the keys to successfully face daily practice.









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At TECH Technological University



Innovation

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

95%

of TECH students successfully complete their studies



Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

100,000+

200+

executives trained each year

different nationalities



Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

500+

collaborative agreements with leading companies



Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.



Learn with the best

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



At TECH, you will have access to the most rigorous and up-to-date case studies in the academic community"

Why Study at TECH? | 09 tech

TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



Analysis

TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



Academic Excellence

TECH offers students the best online learning methodology. The university combines the Relearning method (a postgraduate learning methodology with the highest international rating) with the Case Study. A complex balance between tradition and state-of-the-art, within the context of the most demanding academic itinerary.



Economy of Scale

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a ground-breaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.





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This program will provide students with a multitude of professional and personal advantages, particularly the following:



A significant career boost

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

70% of participants achieve positive career development in less than 2 years.



Develop a strategic and global vision of companies

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional areas.

Our global vision of companies will improve your strategic vision.



Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

You will work on more than 100 real senior management cases.



Take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

45% of graduates are promoted internally.



Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

You will find a network of contacts that will be instrumental for professional development.



Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

20% of our students develop their own business idea.



Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

Improve your communication and leadership skills and enhance your career.



Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Technological University community.

We give you the opportunity to train with a team of world renowned teachers.



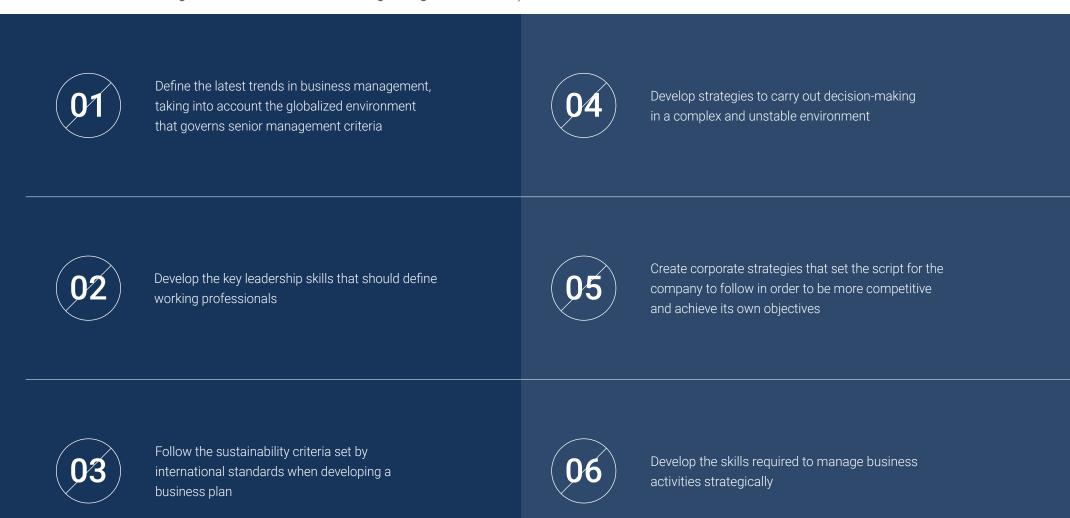


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Your goals are our goals.

We work together to help you achieve them.

The Advanced Master's Degree MBA in Commercial Marketing Management will train you to:











Plan and carry out sales campaigns

26

Build high-level sales teams through coaching and emotional intelligence techniques



Manage the whole sales process





28

Carry out marketing strategies aimed at product commercialization and customer loyalty

29

Adopt an international vision of sales and marketing management

30

Use digital media to publicize the company and its products, as well as to carry out sales processes







Manage a company as a whole, applying leadership techniques that influence employee performance in such a way that company objectives are achieved



Correctly manage teams to improve productivity and, therefore, company profits



Be part of and lead the company's corporate and competitive strategy

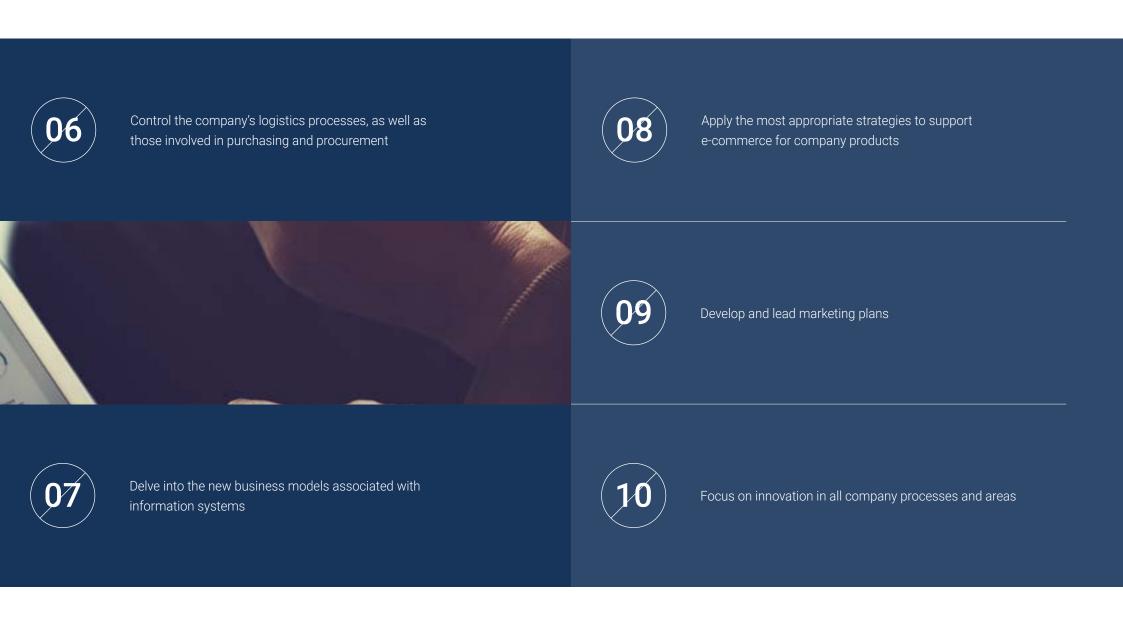




Resolve business conflicts and problems between workers



Exercise economic and financial control of a company







Conduct market research, nationally and internationally



Have a deep understanding of the different branches in marketing





Apply SEM and SEO techniques in marketing campaigns



Conduct business negotiations, applying emotional intelligence, self-motivation and empathy techniques



Apply the highest levels of quality in all processes carried out in the company





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Syllabus

This TECH Technological University
Advanced Master's Degree in Commercial
Marketing Management is an intense
program that prepares you to face
challenges and business decisions both
on a national and international level.
Its content is designed to promote the
development of managerial skills that
enable more rigorous decision-making in
uncertain environments.

Throughout 3,000 hours of study, students will analyze a multitude of practical cases through individual and teamwork. It is, therefore, an authentic immersion in real business situations.

This Advanced Master's Degree MBA in Commercial Marketing Management deals in depth with the main areas of a company, and it is designed for managers to understand information technology management from a strategic, international and innovative perspective.

A plan designed for professional improvement, that also prepares them to achieve excellence in the field of business management. A program that understands your needs and those of your company through innovative content based on the latest trends, and supported by the best educational methodology and an exceptional teaching staff, which will provide you with the skills to creatively and efficiently resolve critical situations.

This Advanced Master's Degree takes place over 24 months and is divided into 19 modules:

Module 1	Leadership, Ethics, and CSR
Module 2	Strategic Leadership and Executive Management
Module 3	People and Talent Management
Module 4	Economic and Financial Management
Module 5	Operations and Logistics Management
Module 6	Information Systems Management
Module 7	Commercial Management, Marketing, and Corporate Communication
Module 8	Innovation and Project Management
Module 9	Management and Leadership
Module 10	Logistics and Economic Management
Module 11	Market Research
Module 12	Commercial Management
Module 13	Commercial Structure and Organization
Module 14	Training and Coaching in Sales Networks
Module 15	Strategy in Marketing Management Operational Marketing
Module 16	International Marketing
Module 17	Digital Marketing
Module 18	Customer Relationship Management
Module 19	1 to 1 Marketing



Where, When and How is it Taught?

TECH offers you the possibility of taking this program completely online. Throughout the the 2 years of training, students will be able to access all the program contents at any time, allowing them to self-manage their study time.

A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.

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Mod	Module 1. Leadership, Ethics, and CSR							
	Globalization and Governance Globalization and Internationalization Trends in the Market Economic Environment and Corporate Governance Accountability	1.2. 1.2.1. 1.2.2. 1.2.3.	Leadership Intercultural Environment Leadership and Business Management Management Roles and Responsibilities	1.3. 1.3.1. 1.3.2. 1.3.3. 1.3.4.	Business ethics Ethics and Integrity Ethical Behavior in Companies Deontology, Ethics Codes and Codes of Conduct Fraud and Corruption Prevention		Sustainability Business and Sustainable Development Social, Environmental, and Economic Impact The 2030 Agenda and SDGs	
1.5. 1.5.1. 1.5.2. 1.5.3.	Corporate Social Responsibility Corporate Social Responsibility Roles and Responsibilities Implementing Corporate Social Responsibility							
NA. I								
Mod	ule 2. Strategic Leadership and <i>Executi</i>	ve Mai	nagement					
2.1. 2.1.1. 2.1.2. 2.1.3.	Organizational Analysis and Design Organizational Culture Organizational Analysis Designing Organizational Structures	2.2. 2.2.1. 2.2.2. 2.2.3. 2.2.4.	Corporate Strategy Corporate Level Strategy Types of Corporate Level Strategies Determining Corporate Strategy Corporate Strategy and Reputation/Image	2.3. 2.3.1. 2.3.2. 2.3.3.	Strategic Planning and Formulation Strategic Thinking Strategic Planning and Formulation Sustainability and Corporate Strategy	2.4. 2.4.1. 2.4.2. 2.4.3.	Wealth, Value, and Return on Investments Corporate Strategy: Methodologies	
2.5. 2.5.1. 2.5.2.	Strategic Management Strategic Mission, Vision, and Values Balanced Scorecard Analyzing, Monitoring, and Evaluating	2.6. 2.6.1.	Implementing and Executing Strategy Strategic Implementation: Objectives,	2.7. 2.7.1. 2.7.2.	Executive Management Integrating Functional Strategies into Global Business Strategies Management Policy and Processes	2.8. 2.8.1.	Analyzing and Solving Cases/Problems Problem Solving Methodology	

Cases/Problems
4.12.1. Problem Solving Methodology
4.12.2. Case Method

Module 3. People and Talent Manageme			
 3.1. Organizational Behavior 3.1.1. Organization 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 Selecting People 3.2.4. Training and Professional Development 	 3.3. Management and Leadership Development 3.3.1. Management Skills: 21st Century Sk Abilities 3.3.2. Non-Managerial Skills 3.3.3. Skills and Abilities Map 3.3.4. Leadership and People Managemen 	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
 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 Peo Performance 3.7.1. Multicultural and Multidisciplinary Environments 3.7.2. Team and People Management 3.7.3. Coaching and People Performance 3.7.4. Management Meetings: Planning an 	Management 3.8.1. Identifying Knowledge and Talent in Organizations 3.8.2. Corporate Knowledge and Talent Management Models
and continuincation		Time Management	,
Module 4. Economic and Financial Mana	ngement	Time Management	
	4.2. Executive Accounting4.2.1. International Accounting Framework4.2.2. Introduction to Accounting Cycles	4.3. Budget and Management Co 4.3.1. Budgetary Planning 4.3.2. Management Control: Design and Of 4.3.3. Supervision and reporting	ontrol 4.4. Corporate Tax Responsibility 4.4.1. Corporate Tax Responsibility
Module 4. Economic and Financial Mana 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	4.2. Executive Accounting 4.2.1. International Accounting Framework 4.2.2. Introduction to Accounting Cycles 4.2.3. Company Financial Statements 4.2.4. Analysis of Financial Statements:	4.3. Budget and Management Co 4.3.1. Budgetary Planning 4.3.2. Management Control: Design and Ol	ontrol 4.4. Corporate Tax Responsibility 4.4.1. Corporate Tax Responsibility 4.4.2. Tax Procedure: A Case-Country Approach 4.8. Corporate Financial Strategy

4.11.1. Fixed Income Market 4.11.2. Equity Market 4.11.3. Valuation of Companies

4.10.1. Banking: Current Environment 4.10.2. Risk Analysis and Management

4.9.1. Macroeconomic Analysis4.9.2. Economic Indicators

4.9.3. Economic Cycle

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Module 5. Operations and Logistics Mana	agement		
5.1. Operations Management5.1.1. Define Operations Strategies5.1.2. Supply Chain Planning and Control5.1.3. Indicator Systems	5.2. Purchasing Management5.2.1. Managing Stocks5.2.2. Warehouse Management5.2.3. Purchasing and Procurement Managem	5.3. Supply Chain Management (I) 5.3.1. Operations Chain: Costs and Efficiency 5.3.2. Change in Demand Patterns 5.3.3. Change in Operations Strategy	 5.4. Supply Chain Management (II) 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 Manager	nent		
6.1. Information Systems Management6.1.1. Business Information Systems6.1.2. Strategic Decisions6.1.3. 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 Planning6.3.1. The Process of Strategic Planning6.3.2. Formulating IS Strategies6.3.3. Strategy Implementation Plan	 6.4. Information Systems and Business Intelligence 6.4.1. CRM and Business Intelligence 6.4.2. Project Management Using Business Intelligence 6.4.3. Architecture in Business Intelligence
 6.5. New ICT-Based Business Models 6.5.1. Technology-Based Business Models 6.5.2. Innovation Abilities 6.5.3. Redesigning 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. Strategies Using Social Media 6.7.2. Optimizing Service Channels and Customer Support 6.7.3. Digital Regulation 	6.8. Digital Business6.8.1. Mobile e-Commerce6.8.2. Design and Usability6.8.3. E-Commerce Operations

7.1.	Commercial Management	7.2.	Marketing	7.3.	Strategic Marketing Management	7. 4.	Digital Marketing Strategy
7.1.2. 7.1.3.	Sales Management Commercial Strategy Sales and Negotiation Techniques Management of Sales Teams		Marketing and the Impact on the Company Basic Marketing Variables Marketing Plan	7.3.2. 7.3.3.	Sources of Innovation Current Trends in Marketing Marketing Tools Marketing Strategy and Communication with Customers	7.4.2.	Approach to Digital Marketing Digital Marketing Tools Inbound Marketing and the Evolution of Digital Marketing
7.5.	Sales and Communication Strategy	7.6.	Corporate Communication	7.7.	Corporate Communication		
7.5.2.	Positioning and Promotion Public Relations Sales and Communication Strategy	7.6.2.	Internal and External Communication Communication Departments Communication Managers: Managerial Skills and Responsibilities	7.7.2.	Strategy Corporate Communication Strategy Communication Plan Drafting Press Releases/Clipping/Publicity		

Module 8. Innovation and Project Management

8.1.	Innovation	8.2.	Innovation Strategy	8.3.	Business Model Design	8.4.	Project Management
8.1.2. 8.1.3.	Innovation: Conceptual Framework Types of Innovation Continuous and Discontinuous Innovation Training and Innovation	8.2.2.	Innovation and Corporate Strategy Global Innovation Project: Design and Management Innovation Workshops	8.3.2. 8.3.3. 8.3.4.	and Validation The Methodology Lean Startup Innovative Business Initiative: Stages Financing Arrangements Model Tools: Empathy Map, Canvas Model, and Metrics Growth and Loyalty	8.4.2. 8.4.3. 8.4.4.	Innovation Opportunities Feasibility Study and Proposal Specification Project Definition and Design Project Execution Project Closure

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11.9.2. Developing an Expectation Management Plan

11.9.3. Assessing Project Feasibility

11.10.2.

User Experience

11.10.3. Applying Techniques

Module 9. Managementand Leadership 9.1. General Management 9.2. Competitive Strategy 9.3. Planning and Strategy 9.4. Talent Management 9.1.1. Integrating Functional Strategies into Global 9.2.1. Market Analysis 9.3.1. The Relevance of Strategic Management in 9.4.1. Managing Human Capital the Process of Management Control 9.4.2. Environment, Strategy, and Metrics Business Strategies Sustainable Competitive Advantage 9.1.2. Management Policy and Processes 9.3.2. Analysis of the Environment and the 9.4.3. Innovation in People Management 9.2.3. Return on Investment 9.1.3. Society and Enterprise Organization 9.3.3. Lean Management Module 10. Logistics and Economic Management 10.1. Financial Diagnosis 10.2. Economic Analysis of Decisions 10.3. Investment Valuation and Portfolio 10.1.1. Indicators for Analyzing Financial Statements 10.2.1. Budget Control Management 10.1.2. Profitability Analysis 10.2.2. Competitive Analysis Comparative Analysis 10.3.1. Profitability of Investment Projects 10.1.3. Economic and Financial Profitability 10.2.3. Decision-Making Business Investment and Value Creation of a Company or Divestment 10.3.2. Models for Evaluating Investment Projects 10.3.3. Sensitivity Analysis, Scenario Development, and Decision Trees Module 11. Market Research 11.2. Marketing: From the Idea to the 11.4. Quantitative Research Methods 11.1. Fundamentals of Marketing 11.3. New Competitive Environment 11.1.1. Main Definitions 11.3.1. Technological Innovation and Economic Market and Techniques 11.1.2. Basic Concepts Impact 11.2.1. Concept and Scope of Marketing 11.4.1. Variables and Measurement Scales 11.1.3. The Evolution of the Concept of Marketing 11.3.2. Society of Knowledge 11.2.2. Marketing Dimensions 11.4.2. Information Sources 11.3.3. The New Consumer Profile 11.2.3. Marketing 3.0 11.4.3. Sampling Techniques 11.4.4. The Treatment and Analysis of Data 11.5. Qualitative Research Methods and 11.6. Market Segmentation 11.7. Types of Buying Behavior 11.8. Marketing Information Systems 11.6.1. Market Typologies 11.7.1. Complex Behavior 11.8.1. Conceptual Approaches to Marketing Techniques 11.6.2. Concept and Analysis of Demand 11.7.2. Dissonance-Reducing Behavior Information Systems 11.5.1. Direct Techniques: Focus Groups 11.6.3. Segmentation and Criteria 11.7.3. Variety-Seeking Behavior 11.8.2. Data Warehouse and Data Mining 11.5.2. Anthropological Techniques 11.7.4. Habitual Behavior 11.6.4. Defining the Target Audience 11.8.3. Geographical Information Systems 11.5.3. Indirect Techniques 11.5.4. The Two Face Mirror and The Delphi Method 11.9. Research Project Management 11.10. Marketing Intelligence 11.9.1. Information Analysis Tools Big Data 11.10.1.

12.4. Sales Network Management

12.1.1. Emotional Intelligence in Negotiation and Sales12.1.2. Self-Motivation and Empathy12.1.3. Developing Negotiation Abilities	Management 12.2.1. Internal and External Analysis. SWOT 12.2.2. Sector and Competitive Analysis 12.2.3. The CANVAS Model	Management 12.3.1. Commercial Strategy and Competitive Strategy 12.3.2. Decision Making Models 12.3.3. Analytical and Decision-Making Tools	 12.4.1. Sales Campaign Planning 12.4.2. Networks Serving Commercial Activity 12.4.3. Recruiting Sales Representatives and Training Policies 12.4.4. Sales Management
12.5. Implementing the Commercial Function 12.5.1. Commercial Contracts 12.5.2. Controlling Commercial Activity 12.5.3. Sales Representative Code of Ethics	 12.6. Key Account Management 12.6.1. Identifying Key Accounts 12.6.2. Benefits and Risks of the Key Account Manager 12.6.3. Sales and Key Account Management 12.6.4. KAM Strategic Action Phases 	12.7. Commercial Forecast 12.7.1. Business and Sales Forecast 12.7.2. Sales Forecasting Methods 12.7.3. Practical Applications of Sales Forecasting	12.8. Financial and Budgetary Management 12.8.1. Balanced Scorecard in Marketing 12.8.2. Controlling the Annual Sales Plan 12.8.3. Financial Impact of Strategic Decisions
Module 13. Commercial Structure and Or	ganization		
13.1. Commercial Organization	13.2. Sales Network Organization	13.3. Internal Market Analysis	13.4. Sales Strategy
13.1.1. Introduction to Commercial Organization 13.1.2. Typical Commercial Structures 13.1.3. Delegations Organization 13.1.4. Developing Commercial Organizational Models	13.2.1. Department Organization Chart 13.2.2. Designing Sales Networks 13.2.3. Multichannel Reality	13.3.1. Service Chain Definition 13.3.2. Service Analysis Quality 13.3.3. Product Benchmark 13.3.4. Key Factors in Business Success	13.4.1. Sales Strategy 13.4.1. Sales Methods 13.4.2. Recruitment Strategies 13.4.3. Service Strategies
13.5. Go-To-Market Strategy 13.5.1. Channel Management 13.5.2. Competitive Advantage 13.5.3. Sales Force	13.6. Sales Campaign Planning 13.6.1. Setting Targets and Quotas 13.6.2. Commercial Productivity 13.6.3. Planning Commercial Activity 13.6.4. Contingency Plans	13.7. Customer Portfolio Organization 13.7.1. Customer Planning 13.7.2. Customer Classification	13.8. Preparing Commercial Areas 13.8.1. Implementing Visiting Plans 13.8.2. Arranging Visits
13.9. Controlling Commercial Activity 13.9.1. Main Ratios and Control Methods 13.9.2. Supervision Tools 13.9.3. Methodology: Balanced Scorecard	13.10. After-Sales Service Organization 13.10.1. After-Sales Actions 13.10.2. Relationships with the Customer 13.10.3. Self-Analysis and Improvement		

12.3. Decision-Making in Commercial

12.2. Fundamentals of Commercial

Module 12. Commercial Management

12.1. Commercial Negotiation

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Module 14. Training and Coaching in Sales Networks						
14.1. Selecting Sales Teams 14.1.1. Recruitment Actions 14.1.2. Sales Representative Profiles 14.1.3. Interview 14.1.4. Welcome Plan	 14.2. Training High-Level Salespeople 14.2.1. Training Plan 14.2.2. Sales Representative Characteristics and Activities 14.2.3. Training and Managing High-Performing Teams 	 14.3. Personal Coaching and Emotional Intelligence 14.3.1. Emotional Intelligence Applied to Sales Techniques 14.3.2. Assertiveness, Empathy, and Active Listening 14.3.3. Self-Esteem and Emotional Language 14.3.4. Multiple intelligences 	14.4. Motivation and Compensation of Sales Networks14.4.1. Motivation Techniques14.4.2. Compensation Systems14.4.3. Incentive and Compensation Systems			
 14.5. Psychology and Sales Techniques 14.5.1. Notions in Psychology Applied to Sales 14.5.2. Techniques to Improve Verbal and Non-Verbal Communication 14.5.3. Factors that Influence Consumer Behavior 	14.6. Development of the Sales Process 14.6.1. Methodology in Sales Processes 14.6.2. Attracting Attention and Argumentation 14.6.3. Objections and Demonstration	14.7. Preparing the Commercial Visit 14.7.1. Studying Customers Files 14.7.2. Setting Customer Sales Targets 14.7.3. Preparing the Interview	14.8. Conducting the Commercial Visit 14.8.1. Presenting to the Customer 14.8.2. Determining Needs 14.8.3. Argumentation			
14.9. Negotiation and Closing the Sale 14.9.1. Negotiation Phases 14.9.2. Negotiation Tactics 14.9.3. Closing and Customer Commitment	14.10. The Loyalty Process 14.10.1. In-depth Knowledge of the Client/Customer 14.10.2. The Commercial Process to be Carried Out with Customers/Clients 14.10.3. The Value that the Customer Has for					

the Company

15.4. New Product Strategy Development

15.4.2. Promotional Strategies and Merchandising

15.4.3. Distribution, Expansion, and Intermediation

15.4.1. Pricing Policies

Strategies

10.1.0. Integrated Marketing Communications	6.1.0. Integrated walketing communications					
15.5. Marketing Mix 15.5.1. The Marketing Value Proposition 15.5.2. Marketing Mix Policies, Strategies, and Tactics 15.5.3. Elements of the Marketing Mix. 15.5.4. Customer Satisfaction and Marketing Mix	 15.6. Product Management 15.6.1. Consumption Distribution and Product Life Cycle 15.6.2. Obsolescence, Expiration and Periodic Campaigns 15.6.3. Order Management and Inventory Control Ratios 	15.7. Pricing Principles 15.7.1. Environmental Analysis 15.7.2. Production Costs and Discount Margins 15.7.3. Final Price and Positioning Map	15.8. Distribution Channel Management 15.8.1. Trade Marketing 15.8.2. Distribution Culture and Competition 15.8.3. Designing and Managing Channels 15.8.4. Functions of Distribution Channels 15.8.5. Route to Market			
15.9. Promotion and Sales Channels 15.9.1. Branding for Corporations 15.9.2. Advertising 15.9.3. Sales Promotion 15.9.4. Public Relations and Personal Selling 15.9.5. Street Marketing	15.10. Branding 15.10.1. Brand Evolution 15.10.2. Creating and Developing a Successful Brand 15.10.3. Brand Equity 15.10.4. Category Management	 15.11. Managing Marketing Groups 15.11.1. Work Teams and Meeting Management 15.11.2. Coaching and Team Management 15.11.3. Managing Equality and Diversity 	15.12. Communication and Marketing 15.12.1. Communication Integrated into Marketing 15.12.2. Designing a Marketing Communication Program 15.12.3. Communication Skills and Influence 15.12.4. Barriers to Business Communication			
Module 16. International Marketing						
16.1. International Market Research 16.1.1. Emerging Markets Marketing 16.1.2. PES Analysis 16.1.3. What, How, and Where to Export? 16.1.4. International Marketing-Mix Strategies	 16.2. International Segmentation 16.2.1. Criteria for Market Segmentation at the International Level 16.2.2. Market Niches 16.2.3. International Segmentation Strategies 	 16.3. International Positioning 16.3.1. Branding in International Markets 16.3.2. Positioning Strategies in International Markets 16.3.3. Global, Regional, and Local Brands 	 16.4. Product Strategies in International Markets 16.4.1. Product Modification, Adaptation, and Diversification 16.4.2. Global Standardized Products 16.4.3. Product Portfolios 			
16.5. Prices and Exports 16.5.1. Calculating Export Prices 16.5.2. Incoterms 16.5.3. International Pricing Strategy	16.6. Quality in International Marketing 16.6.1. Quality and International Marketing 16.6.2. Standards and Certifications 16.6.3. CE Marking	16.7. International Promotion 16.7.1. The International Promotion MIX 16.7.2. Advertising and Publicity 16.7.3. International Fairs 16.7.4. Country Branding	16.8. Distribution through International Channels 16.8.1. Channel and Trade Marketing 16.8.2. Export Consortium 16.8.3. Types of Exports and Foreign Trade			

15.3. Marketing Strategy Dimensions 15.3.1. Necessary Resources and Investments 15.3.2. Fundamentals of Competitive Advantage

15.3.3. Company Competitive Behavior

15.3.4. Focus Marketing

Module 15. Strategy in Marketing Management and Operational Marketing

15.2. The Function of Strategic

15.2.3. Strategic Marketing Management

15.2.2. Segmentation, Targeting and Positioning

Marketing

15.2.1. Main Marketing Strategies

15.1. Marketing Management

15.1.1. Positioning and Value Creation

15.1.2. Marketing Orientation and Positioning

15.1.4. Objectives in Marketing Management

15.1.5. Integrated Marketing Communications

15.1.3. Strategic vs. Operational Marketing

tech 40 | Structure and Content

Module 17. Digital Marketing 17.1. Digital Marketing 17.2. Managing Virtual Communities: 17.3. Mobile Marketing 17.4. E-Commerce 17.1.1. Integrate Marketing Plan: Conventional and **Community Management** 17.3.1. Apps and Mobile Marketing 17.4.1. Logistics and Distribution in E-Commerce 17.3.2. Gamification and Advergaming 17.4.2. Sales, Payment Methods and Internet 17.2.1. Changes in Communication Paradigms 17.1.2. Strategic Digital Marketing and Decision 17.3.3. Strategic Planning and Implementation in Security 17.2.2. Marketing Intelligence and Consumers 2.0 17.4.3. Digital Marketing Applied to E-Commerce Making Mobile Marketing 17.2.3. Managing Networks and Communities 17.1.3. CANVAS Model in Digital Marketing 17.4.4. Technological E-Commerce Platforms 17.2.4. Managing Social Media Content 17.2.5. Online Communication Marketing 2.0 17.2.6. Monitoring, Analytics, and Results in Social Media 17.5. Performance Marketing 17.6. Web Analytics and Social Media 17.8. Search Engine Optimization (SEO) 17.7. Search Engine Marketing (SEM) Intelligence 17.7.1. Google AdWords and Other Google Trends 17.8.1. Basic Principles in Search Engine 17.5.1. Affiliate Marketing 17.5.2. Developing Campaigns Via Emailing 17.7.2. SEM Campaign Management Using Other Functionality 17.6.1. Setting Objectives and KPIs 17.8.2. Selecting KWs 17.5.3. Management Tools for Performance Tools 17.6.2. ROI in Digital Marketing Marketing 17.7.3. Measuring and Managing SEM Campaigns 17.8.3. Basic Elements in a SEO Analysis 17.6.3. Viewing and Interpreting Dashboards

Module 18. Customer Relationship Management					
 18.1. Knowing the Market and the Consumer 18.1.1. Open Innovation 18.1.2. Competitive Intelligence 18.1.3. Sharing Economy 	18.2. CRM and Relational Marketing 18.2.1. Business Philosophy or Strategic Orientation 18.2.2. Customer Identification and Differentiation 18.2.3. The Company and Its Stakeholders 18.2.4. Clienting	 18.3. Database Marketing and Customer Relationship Management 18.3.1. Database Marketing Applications 18.3.2. Laws and Regulations 18.3.3. Information Sources, Storage, and Processing 	 18.4. Consumer Psychology and Behavior 18.4.1. The Study of Consumer Behavior 18.4.2. Internal and External Consumer Factors 18.4.3. Consumer Decision Process 18.4.4. Consumerism, Society, Marketing, and Ethics 		
18.5. Areas of CRM Management 18.5.1. Customer Service 18.5.2. Managing the Sales Force 18.5.3. Customer Service	18.6. Consumer Centric Marketing 18.6.1. Segmentation 18.6.2. Profitability Analysis 18.6.3. Customer Loyalty Strategies	18.7. CRM Management Techniques 18.7.1. Direct Marketing 18.7.2 Multichannel Integration 18.7.3 Viral Marketing	18.8. Advantages and Risks of Implementing CRM 18.8.1. CRM, Sales and Costs 18.8.2. Customer Satisfaction and Loyalty 18.8.3. Technology Implementation 18.8.4. Strategic and Management Errors		

Module 19. 1 to 1 Marketing

19.1. In Company Emotional Intelligence

- 19.1.1. Emotional Intelligence and Communication
- 19.1.2. Assertiveness, Empathy, and Active Listening
- 19.1.3. Self-Esteem and Emotional Language

19.2. Relational Capital: Coworking

- 19.2.1. Managing Human Capital
- 19.2.2. Performance Analysis
- 19.2.3. Managing Equality and Diversity
- 19.2.4. Innovation in People Management

19.3. Leadership and Team Management

- 19.3.1. Leadership and Leadership Styles
- 19.3.2. Skills and Abilities of the Leader 2.0
- 19.3.3. Managing Change Processes
- 19.3.4. Managing Multicultural Teams
- 19.3.5. Coaching

19.4. Selecting Target Customers (CRM)

- 19.4.1. Designing an e-CRM
- 19.4.2. Implications and Limitations of the Personal Data Protection Law
- 19.4.3. Consumer Orientation
- 19.4.4. 1 to 1 Planning

19.5. Key Account Management

- 19.5.1. Identifying Key Accounts
- 19.5.2. Benefits and Risks of the Key Account Manager
- 19.5.3. Sales and Key Account Management
- 19.5.4. KAM Strategic Action Phases

19.6. The Loyalty Process

- 19.6.1. In-depth Knowledge of the Client/Customer
- 19.6.2. The Commercial Process to be Carried Out with Customers/Clients
- 19.6.3. The Value that the Customer Has for the Company



Our program includes the most relevant information of the moment, so you acquire the necessary training to compete among the best"



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.



tech 44 | Methodology

TECH Business School uses the 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.





This program prepares you to face business challenges in uncertain environments and achieve business success.



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

A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. 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 business reality is taken into account.



You 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 must integrate all their knowledge, research, argue and defend their ideas and decisions.

tech 46 | Methodology

Relearning Methodology

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

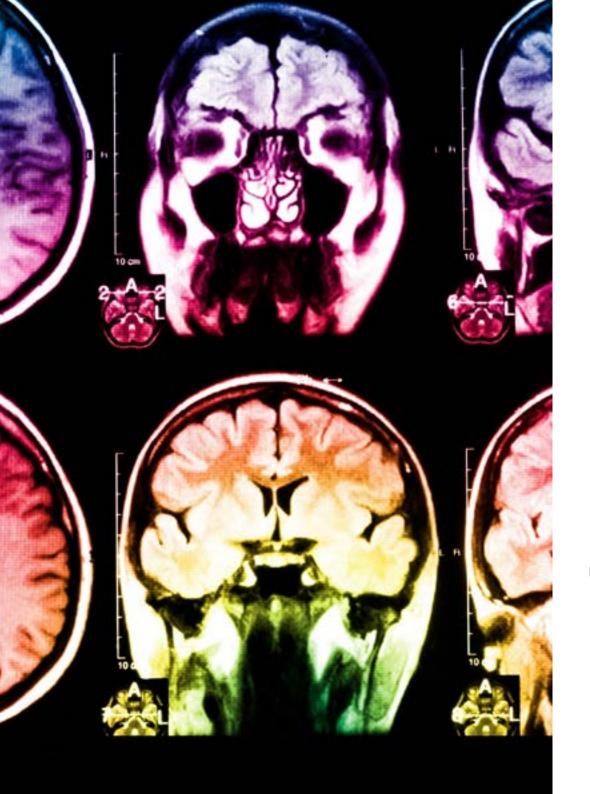
We enhance the Case Study with the best 100% online teaching method: Relearning.

Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.

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 online business school is the only one in the world licensed to incorporate 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.





Methodology | 47 tech

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. With this methodology we have 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, markets, and financial 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.



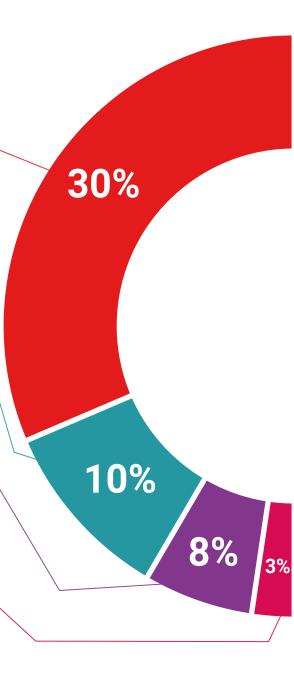
Management Skills Exercises

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



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 senior management 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.

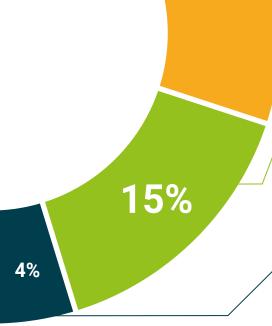


This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".

Testing & Retesting

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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.

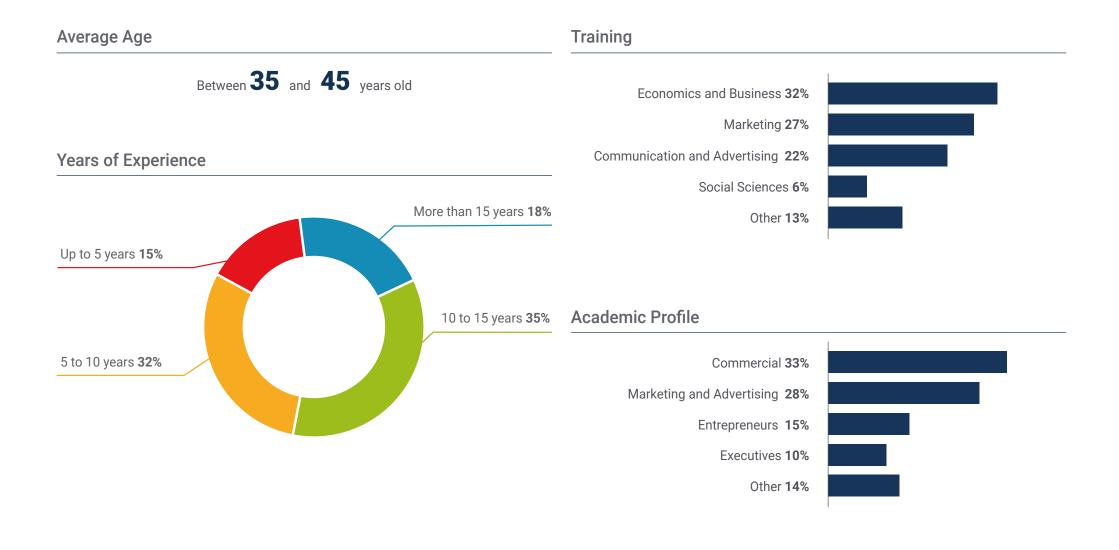


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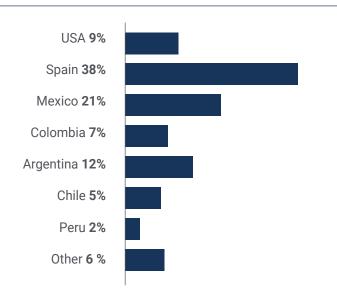




tech 52 | Our Students' Profiles



Geographical Distribution





Marta Valencia

Purchasing Manager at a Multinational Company

"Constant updating should be the premise of any professional. That's why I'm always looking out for programs that help me improve my daily practice. This TECH Advanced Master's Degree has been indispensable to increase my training and, therefore, I recommend it to all those who wish to specialize in Commercial Marketing Management"





Are you ready to take the leap? Excellent professional development awaits you

This TECH Technological University Advanced Master's Degree in Commercial Marketing Management is an intense program that prepares students to face challenges and business decisions both on a national and international level. The main objective is to promote your personal and professional growth. TECH is committed to helping you achieve success.

If you want to improve yourself, make a Generating Positive Change professionally and network with the best, this is the place for you.

This higher specialization will help you improve in your daily practice.

If you want to make a positive change in your profession, don't think twice and join TECH.

When the change occurs



Type of change



Salary Increase

This program represents a salary increase of more than **25%** for our students.

\$57,900

A salary increase of

25.22%

\$72,500





tech 60 | Benefits for Your Company

Developing and retaining talent in companies is the best long-term investment.



Intellectual Capital and Talent Growth

You will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.



Retaining high-potential executives to avoid talent drain

This program strengthens the link between the company and the executive and opens new avenues for professional growth within the company.



Building agents of change

You will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.



Increased international expansion possibilities

Thanks to this program, the company will come into contact with the main markets of the world economy.







Project Development

You will be able to work on a current project or develop new projects in the field of R&D or Business Development within the company.



Increased competitiveness

This program will equip students with the skills to take on new challenges and drive the organization forward.





tech 64 | Certificate

This **Advanced Master's Degree MBA in Commercial Marketing Management** contains the most complete and updated program on the market.

After the student has passed the evaluations, they will receive their corresponding **Advanced Master's Degree** issued by **TECH Technological University** by tracked delivery*.

The certificate issued by **TECH Technological University** will reflect the qualification obtained in the Advanced Master's Degree, and meets the requirements commonly demanded by labor exchanges, competitive examinations, and professional career evaluation committees.

Title: Advanced Master's Degree MBA in Commercial Marketing Management Official N° of hours: 3,000 h.





^{*}Apostille Convention. In the event that the student wishes to have their paper certificate issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.



Advanced Master's Degree MBA in Commercial Marketing Management

Language: **English**Course Modality: **Online**

Duration: 2 years

Accreditation: TECH Technological University

Official N° of hours: 3,000 h.

