



# Advanced Master's Degree MBA in Marketing Management

» Modality: online

» Duration: 2 years

» Certificate: TECH Global University

» Credits: 120 ECTS

» Schedule: at your own pace

» Exams: online

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

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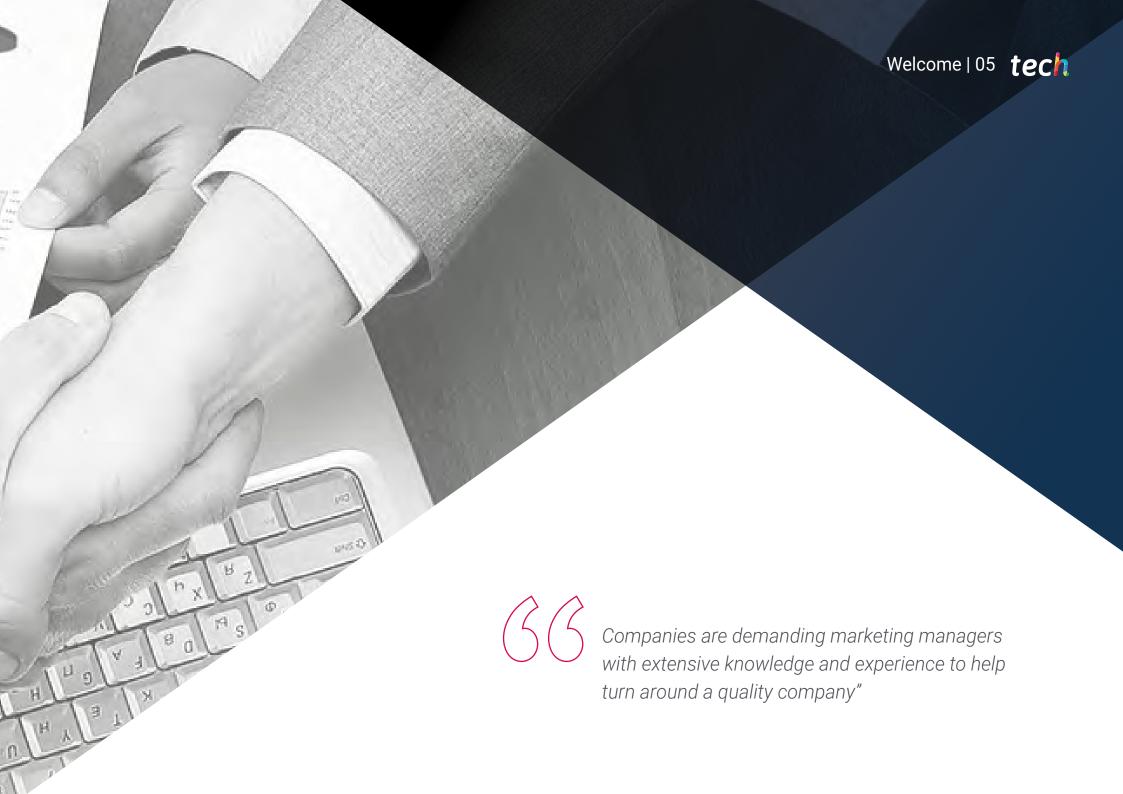
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## 01 **Welcome**

Marketing is becoming increasingly important in companies, as it is an essential element for commercializing products and services. It helps to make our brand known, attract and retain customers discover the needs of users. In short, it should be an essential component of any company. And, within this area, the department director plays a fundamental role, the leader of the entire process of developing the marketing plan. With this program, students will learn about marketing management through a complete and high-quality curriculum that will allow them to recognize the keys to improve their daily work. Improving Undoubtedly, a unique opportunity for professionals seeking excellence.









## tech 08 | Why Study at TECH?

#### At TECH Global 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. by studying 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.



#### **Analysis**

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

TECH strives for excellence and, to this end, boasts a series

of characteristics that make this university unique:

Why Study at TECH? | 09 tech



#### **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.



#### 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"







## tech 12 | Why Our Program?

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 Global University community.

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



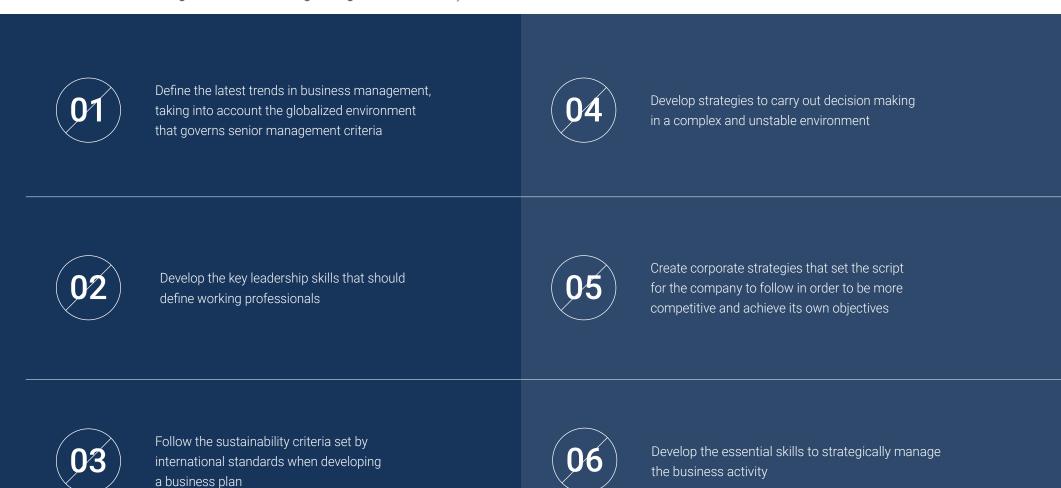


## tech 16 | Objectives

Your goals are our goals.

We work together to help you achieve them.

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









25

Know the logistical processes of the company

26

Apply pricing policies



Know the different marketing tools and apply the most appropriate ones to achieve business objectives





28

Understand consumer behavior and needs and apply marketing policies that help build consumer loyalty.

**29**)

Know, in-depth, how marketing techniques can be applied to different sectors

30

Know the main international distribution channels





## tech 24 | Skills

#### At the end of this program, the professional will be able to:







Apply the different digital tools to marketing processes



Develop techniques, strategies and leadership skills that are essential for proper marketing management



Apply quantitative and qualitative market research methods and techniques



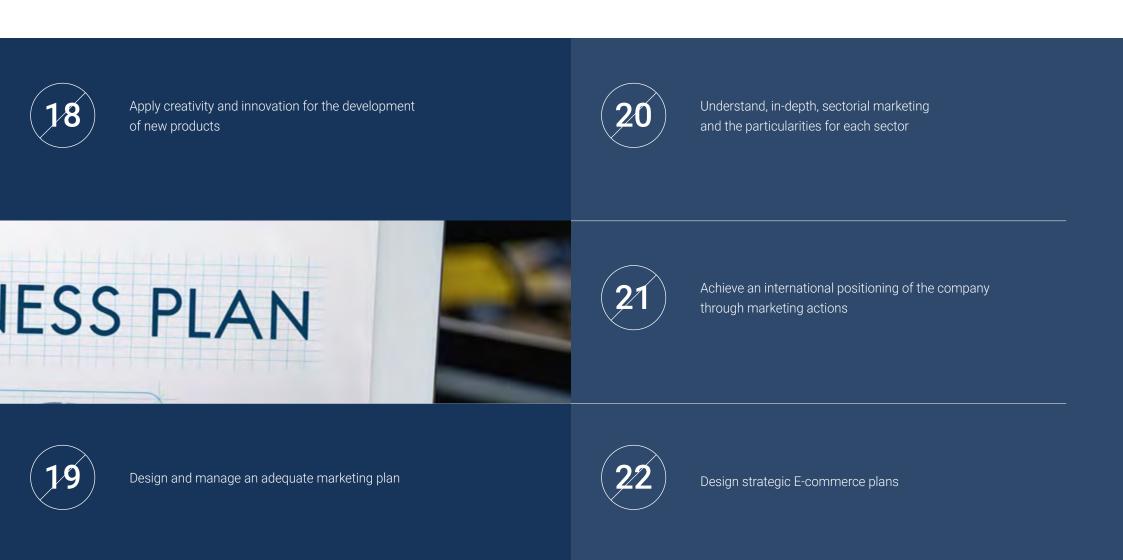
BUSIN



Have an in-depth understanding of customer purchasing behavior



Manage and control the company's logistic processes







## tech 30 | Structure and Content

#### **Syllabus**

The Advanced Master's Degree in Marketing Management of TECH Global University is an intensive program that prepares you to face challenges and business decisions at both national and international levels. 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, the student will analyze a multitude of practical cases through individual work, achieving a very useful learning to apply in your daily practice. It is, therefore, an authentic immersion in real business situations.

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

A plan designed for the professional, focused on their professional improvement and that prepares them to achieve excellence in the field of direction and 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 faculty, which will provide you with the skills to solve critical situations in a creative and efficient way.

This program takes place over 24 months and is divided into 19 modules:

Module 1	Leadership, Ethics, and CSR
Module 2	Strategic Direction 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	Market Research
Module 10	Managementand Leadership
Module 11	Logistics and Economic Management
Module 12	Strategy in Marketing Management
Module 13	Operational Marketing
Module 14	Customer Relationship Management
Module 15	Sectorial Marketing
Module 16	International Marketing
Module 17	Digital Marketing and E-Commerce
Module 18	E-Commerce and Shopify
Module 19	Social Media and Community Management



#### Where, When and How is it Taught?

TECH offers you the possibility of taking this program completely online. Throughout the 24 months of training, you will be able to access all the contents of this program at any time, allowing you to self-manage your study time.

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

## tech 32 | Structure and Content

Mod	• • • • • • • • • • • • • • • • • • • •			
1.1. 1.1.1. 1.1.2. 1.1.3.	Globalization and Governance Globalization and Trends: Market Internationalization Economic Environment and Corporate Governance Accountability	<ul><li>1.2. Leadership</li><li>1.2.1. Intercultural Environment</li><li>1.2.2. Leadership and Business Management</li><li>1.2.3. Management Roles and Responsibilities</li></ul>	<ul> <li>1.3. Business ethics</li> <li>1.3.1. Ethics and Integrity</li> <li>1.3.2. Ethical Behavior in Companies</li> <li>1.3.3. Deontology, Ethical Codes and Codes of Conduct</li> <li>1.3.4. Fraud and Corruption Prevention</li> </ul>	<ul><li>1.4. Sustainability</li><li>1.4.1. Business and Sustainable Development</li><li>1.4.2. Social, Environmental and Economic Impact</li><li>1.4.3. The 2030 Agenda and the SDGs</li></ul>
<b>1.5.</b> 1.5.1. 1.5.2. 1.5.3.				
Mod	<b>ule 2.</b> Strategic Direction and Executive	Management		
Mod 2.1. 2.1.1. 2.1.2. 2.1.3.	ule 2. Strategic Direction and Executive Organizational Analysis and Design Organizational Culture Organisational analysis Designing the Organizational Structure	Management  2.2. Corporate Strategy  2.2.1. Corporate Level Strategy  2.2.2. Typologies of Corporate Level Strategies  2.2.3. Determining the Corporate Strategy  2.2.4. Corporate Strategy and Reputational Image	<ul> <li>2.3. Strategic Planning and Strategy Formulation</li> <li>2.3.1. Strategic Thinking</li> <li>2.3.2. Strategic Planning and Formulation</li> <li>2.3.3. Sustainability and Corporate Strategy</li> </ul>	<ul> <li>2.4. Strategy Models and Patterns</li> <li>2.4.1. Wealth, Value and Return on Investments</li> <li>2.4.2. Corporate Strategy: Methodologies</li> <li>2.4.3. Growing and Consolidating the Corporate Strategy</li> </ul>

**Problems** 

4.12.1. Problem Solving Methodology 4.12.2. Case Method

1	Organizational Pohavior	2.2	Stratagia Doople Management	2.2	Management and Leadership	2 /	Changa Managament
	3	3.2.3.	Strategic People Management Job Design, Recruitment and Selection Human Resources Strategic Plan: Design and Implementation Job Analysis: Design and Selection of People Training and Professional Development	3.3.1. 3.3.2. 3.3.3.	Management and Leadership  Development  Management Skills: 21st Century Skills and Abilities  Non-Managerial Skills  Map of Skills and Abilities  Leadership and People Management	3.4.1. 3.4.2. 3.4.3.	Change Management Performance Analysis Strategic Approach Change Management: Key Factors, Process Design and Management Continuous Improvement Approach
3.5.2. 3.5.3.	Management Negotiation Objectives: Differentiating Elements Effective Negotiation Techniques	<b>3.6.</b> 3.6.1. 3.6.2. 3.6.3. 3.6.4.	Executive Communication Performance Analysis Leading Change. Resistance to Change Managing Change Processes Managing Multicultural Teams	3.7.1. 3.7.2. 3.7.3.	Team Management and People Performance Multicultural and Multidisciplinary Environment Team and People Management Coaching and People Performance Management Meetings: Planning and Time Management	3.8.2.	Knowledge and Talent Management Identifying Knowledge and Talent in Organizations Corporate Knowledge and Talent Management Models Creativity and Innovation
Mod							
MIOU	ule 4. Economic and Financial Manage	emen <u>t</u>					
<b>4.1.</b> 4.1.1. 4.1.2.	Economic Environment Organizational Theory	<b>4.2.</b> 4.2.1. 4.2.2. 4.2.3.	Management Accounting International Accounting Framework Introduction to the Accounting Cycle Company Financial Statements Analysis of Financial Statements: Decision-Making		Budget and Management Control Budgetary Planning Management Control: Design and Objectives Supervision and Reporting		Corporate Tax Responsibility Corporate Tax Responsibility Tax Procedure: a Country-Case Approach
<b>4.1.</b> 4.1.1. 4.1.2.	Economic Environment Organizational Theory Key Factors for Change in Organizations Corporate Strategies, Types, and Knowledge Management  Corporate Control Systems Types of Control Regulatory Compliance Internal Auditing	4.2. 4.2.1. 4.2.2. 4.2.3. 4.2.4. 4.6. 4.6.1. 4.6.2.	International Accounting Framework Introduction to the Accounting Cycle Company Financial Statements Analysis of Financial Statements: Decision-Making  Financial Management	4.3.1. 4.3.2. 4.3.3. 4.7. 4.7.1. 4.7.2. 4.7.3.	Budgetary Planning Management Control: Design and Objectives	4.4.1. 4.4.2. 4.8. 4.8.1.	Corporate Tax Responsibility Tax Procedure: a Country-Case Approach  Corporate Financial Strategy
<b>4.1.</b> 4.1.1. 4.1.2. 4.1.3. <b>4.5.</b> 4.5.1. 4.5.2. 4.5.3. 4.5.4.	Economic Environment Organizational Theory Key Factors for Change in Organizations Corporate Strategies, Types, and Knowledge Management  Corporate Control Systems Types of Control Regulatory Compliance Internal Auditing	<b>4.2.</b> 4.2.1. 4.2.2. 4.2.3. 4.2.4. <b>4.6.</b> 4.6.1. 4.6.2. 4.6.3.	International Accounting Framework Introduction to the Accounting Cycle Company Financial Statements Analysis of Financial Statements: Decision-Making  Financial Management Introduction to Financial Management Financial Management and Corporate Strategy Chief Financial Officer (CFO): Managerial	4.3.1. 4.3.2. 4.3.3. 4.7.1. 4.7.1. 4.7.2. 4.7.3. 4.7.4.	Budgetary Planning Management Control: Design and Objectives Supervision and Reporting  Financial Planning Business Models and Financing Needs Financial Analysis Tools Short-Term Financial Planning	4.4.1. 4.4.2. 4.8. 4.8.1. 4.8.2.	Corporate Tax Responsibility Tax Procedure: a Country-Case Approach  Corporate Financial Strategy Corporate Financial Investments

4.11.1. Fixed Income Market

4.11.3. Valuation of Companies

4.11.2. Equity Market

4.10.1. Banking Business: 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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Mod	<b>dule 5.</b> Operations and Logistics Manag	ement					
<b>5.1.</b> 5.1.1 5.1.2 5.1.3	Define the Operations Strategy Supply Chain Planning and Control	<b>5.2.</b> 5.2.1. 5.2.2. 5.2.3.	Purchasing Management Stocks Management Warehouse Management Purchasing and Procurement Management	<b>5.3.</b> 5.3.1. 5.3.2. 5.3.3.	Supply Chain Management (I) Costs and Efficiency of the Operations Chain Change in Demand Patterns Change in Operations Strategy	5.4.2.	Supply Chain Management (II) Implementation Lean Manufacturing/Lean Thinking Logistics Management Purchasing
<b>5.5.</b> 5.5.1 5.5.2 5.5.3 5.5.4	. Quality, Quality Costs and Tools	<b>5.6.</b> 5.6.1. 5.6.2. 5.6.3.	Logistics and Customers  Demand Analysis and Forecasting Sales Forecasting and Planning Collaborative Planning, Forecasting and Replacement	<b>5.7.</b> 5.7.1. 5.7.2. 5.7.3.	International Logistics Customs, Export and Import processes Methods and Means of International Payment International Logistics Platforms	<b>5.8.</b> 5.8.1. 5.8.2. 5.8.3.	Competing through Operations Innovation in Operations as a Competitive Advantage in the Company Emerging Technologies and Sciences Information Systems in Operations
Mod	dule 6. Information Systems Manageme	ent					
<b>6.1.</b> 6.1.1 6.1.2 6.1.3	Business Information Systems Strategic Decisions	6.2.1. 6.2.2. 6.2.3.	Information Technology and Business Strategy Company and Industry Sector Analysis Online Business Models The Value of IT in a Company	<b>6.3.</b> 6.3.1. 6.3.2. 6.3.3.	IS Strategic Planning The Process of Strategic Planning Formulating the IS Strategy Strategy Implementation Plan	6.4.1. 6.4.2. 6.4.3.	Information Systems and Business Intelligence CRM and Business Intelligence Business Intelligence Project Management Business Intelligence Architecture
<b>6.5.</b> 6.5.1 6.5.2 6.5.3		<b>6.6.</b> 6.6.1. 6.6.2. 6.6.3.		<b>6.7.</b> 6.7.1. 6.7.2. 6.7.3.	E-Business Strategies Social Media Strategies Optimizing Service Channels and Customer Support Digital Regulation	<b>6.8.</b> 6.8.1. 6.8.2. 6.8.3.	Digital Business  Mobile E-Commerce Design and Usability E-Commerce Operations

6.6.3. E-Commerce as an Opportunity for Internationalization

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	7.2.2.	Marketing and the Impact on the Company Basic Marketing Variables Marketing Plan	7.3.2.	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		Corporate Communication	7.7.	Corporate Communication		
	Positioning and Promotion Public Relations Sales and Communication Strategy		Internal and External Communication Communication Departments Communication Managers: Managerial Skills and Responsibilities	7.7.2.	Strategy Corporate Communication Strategy Communication Plan Press Release/Clipping/Publicity Writing		

### Module 8. Innovation and Project Management

8.1.	Innovation	8.2.	Innovation Strategy	8.3.	Business Model Design	8.4.	Project Direction and Management
8.1.2. 8.1.3.	Macro Concept of Innovation 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 Lean Start-up Methodology 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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ı	Module 9. Market Research					
(	9.1. Fundamentals of Marketing 9.1.1. Main Definitions 9.1.2. Basic Concepts 9.1.3. The Evolution of the Concept of Marketing	<ul> <li>9.2. Marketing: From the Idea to the Market</li> <li>9.2.1. Concept and Scope of Marketing</li> <li>9.2.2. Marketing Dimensions</li> <li>9.2.3. Marketing 3.0</li> </ul>	9.3. 9.3.1. 9.3.2. 9.3.3.	New Competitive Environment Technological Innovation and Economic Impact Knowledge Society The New Consumer Profile		Quantitative Research Methods and Techniques Variables and Measurement Scales Information Sources Sampling Techniques The Treatment and Analysis of Data
(	9.5. Qualitative Research Methods and Techniques 9.5.1. Direct Techniques: Focus Group 9.5.2. Anthropological Techniques 9.5.3. Indirect Techniques 9.5.4. The Two Face Mirror and The Delphi Method	<ul> <li>9.6.1. Market Segmentation</li> <li>9.6.2. Concept and Analysis of the Demand</li> <li>9.6.3. Segmentation and Criteria</li> <li>9.6.4. Defining the Target Audience</li> </ul>	9.7.1. 9.7.2. 9.7.3.	Dissonance Reducing Behavior	9.8. 9.8.1. 9.8.2. 9.8.3.	Marketing Information Systems Conceptual Approaches to Marketing Information Systems Data Warehouse and Datamining Geographical Information Systems
(	9.9. Research Project Management 9.9.1. Information Analysis Tools 9.9.2. Developing an Expectation Management Plan 9.9.3. Assessing the Feasibility of Projects	9.10. Marketing Intelligence 9.10.1. Big Data 9.10.2. User Experience 9.10.3. Applying Techniques				

#### Module 10. Managementand Leadership

#### 10.1. General Management

- 10.1.1. Integrating Functional Strategies into the Global Business Strategies
  10.1.2. Management Policy and Processes
- 10.1.3. Society and Enterprise

#### 10.2. Competitive Strategy

- 10.2.1. Market Analysis
- 10.2.2. Sustainable Competitive Advantage
- 10.2.3. Return on Investment

#### 10.3. Planning and Strategy

- 10.3.1. The Relevance of Strategic Direction in the Management Control Process
- 10.3.2. Analysis of the Environment and the Organization
- 10.3.3. Lean Management

#### 10.4. Talent Management

- 10.4.1. Managing Human Capital
- 10.4.2. Environment, Strategy and Metrics 10.4.3. Innovation in People Management

### Module 11. Logistics and Economic Management

#### 11.1. Financial Diagnosis

- 11.1.1. Indicators for Analyzing Financial Statements
- 11.1.2. Profitability Analysis
- 11.1.3. Economic and Financial Profitability of a Company

#### 11.2. Economic Analysis of Decisions

- 11.2.1. Budget Control
- 11.2.2. Competitive Analysis. Comparative Analysis
- 11.2.3. Decision-Making. Business Investment or Divestment

## 11.3. Investment Valuation and Portfolio Management

- 11.3.1. Profitability of Investment Projects and Value Creation
- 11.3.2. Models for Evaluating Investment Projects
- 11.3.3. Sensitivity Analysis, Scenario Development and Decision Trees

#### 11.4. Purchasing Logistics Management

- 11.4.1. Stocks Management
- 11.4.2. Warehouse Management
- 11.4.3. Purchasing and Procurement Management

### Module 12. Strategy in Marketing Management

#### 12.1. Marketing Management

- 12.1.1. Positioning and Value Creation
- 12.1.2. Company's Marketing Orientation and Positioning
- 12.1.3. Strategic Marketing vs. Operational Marketing
- 12.1.4. Objectives in Marketing Management
- 12.1.5. Integrated Marketing Communications

## 12.2. The Function of Strategic Marketing

- 12.2.1. Main Marketing Strategies
- 12.2.2. Segmentation, Targeting and Positioning
- 12.2.3. Managing Strategic Marketing

#### 12.3. Marketing Strategy Dimensions

- 12.3.1. Necessary Resources and Investments
- 12.3.2. Fundamentals of Competitive Advantage
- 12.3.3. Company's Competitive Behavior
- 12.3.4. Focus Marketing

## 12.4. New Product Strategy Development

- 12.4.1. Creativity and Innovation in Marketing
- 12.4.2. Generation and Filtering of Ideas
- 12.4.3. Commercial Viability Analysis
- 12.4.4. Development, Market Testing and Commercialization

### 12.5. Pricing Policies

- 12.5.1. Short and Long Term Aims
- 12.5.2. Types of Pricing
- 12.5.3. Factors that Affect Pricing

## 12.6. Promotion and Merchandising Strategies

- 12.6.1. Advertising Management
- 12.6.2. Communication and Media Plan
- 12.6.3. Merchandising as a Marketing Technique
- 12.6.4. Visual Merchandising

## 12.7. Distribution, Expansion and Intermediation Strategies

- 12.7.1. Outsourcing of Sales Force and Customer Service
- 12.7.2. Commercial Logistics in Product and Service Sales Management
- 12.7.3. Sales Cycle Management

### 12.8. Developing the Marketing Plan

- 12.8.1. Analysis and Diagnosis
- 12.8.2. Strategic Decisions
- 12.8.3. Operational Decisions

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Module 13. Operational Marketing			
<ul> <li>13.1. Marketing Mix</li> <li>13.1.1. The Marketing Value Proposition</li> <li>13.1.2. Marketing Mix Policies, Strategies and Tactics</li> <li>13.1.3. Elements of the Marketing Mix</li> <li>13.1.4. Customer Satisfaction and Marketing Mix</li> </ul>	<ul> <li>13.2. Product Management</li> <li>13.2.1. Consumption Distribution and Product Life Cycle</li> <li>13.2.2. Obsolescence, Expiration, Periodic Campaigns</li> <li>13.2.3. Order Management and Stocks Control Ratios</li> </ul>	13.3. Pricing Principles 13.3.1. Environmental Analysis 13.3.2. Production Costs and Discount Margins 13.3.3. Final Price and Positioning Map	13.4. Distribution Channel Management 13.4.1. Trade Marketing 13.4.2. Distribution Culture and Competition 13.4.3. Designing and Managing Channels 13.4.4. Functions of Distribution Channels 13.4.5. Route to Market
13.5. Promotion and Sales Channels 13.5.1. Corporate Branding 13.5.2. Advertising 13.5.3. Sales Promotion 13.5.4. Public Relations and Personal Selling 13.5.5. Street Marketing	13.6. Branding 13.6.1. Brand Evolution 13.6.2. Creating and Developing a Successful Brand 13.6.3. Brand Equity 13.6.4. Category Management	13.7. Managing Marketing Groups 13.7.1. Work Teams and Meeting Management 13.7.2. Coaching and Team Management 13.7.3. Managing Equality and Diversity	<ul> <li>13.8. Communication and Marketing</li> <li>13.8.1. Communication Integrated into Marketing</li> <li>13.8.2. Designing a Marketing Communication Program</li> <li>13.8.3. Communication Skills and Influence</li> <li>13.8.4. Barriers to Business Communication</li> </ul>
Module 14. Customer Relationship Mana	agement		
14.1. Knowing the Market and the Consumer  14.1.1. Open Innovation 14.1.2. Competitive Intelligence	14.2. CRM and Business Philosophy 14.2.1. Business Philosophy or Strategic Orientation 14.2.2. Customer Identification and Differentiation 14.2.3. The Company and its Stakeholders	14.3. Database Marketing and Customer Relationship Management  14.3.1. Database Marketing Applications  14.3.2. Laws and Regulations	14.4. Consumer Psychology and Behavior  14.4.1. The Study of Consumer Behavior 14.4.2 Internal and External Consumer Factors

### 14.5. Areas of CRM Management

- 14.5.1. Customer Service.
- 14.5.2. Managing the Sales Force

14.1.2. Competitive Intelligence

14.1.3. Sharing Economy

14.5.3. Customer Service

## 14.6. Consumer Centric Marketing

14.6.1. Segmentation

14.2.4. Clienting

- 14.6.2. Profitability Analysis
- 14.6.3. Customer Loyalty Strategies

- 14.3.1. Database Marketing Applications
- 14.3.2. Laws and Regulations

14.7.1. Direct Marketing

14.7.3. Viral Marketing

14.7.2. Multichannel Integration

14.3.3. Information Sources, Storage and Processing

14.7. CRM Management Techniques

- 14.4.1. The Study of Consumer Behavior
- 14.4.2. Internal and External Consumer Factors
- 14.4.3. Consumer Decision Process
- 14.4.4. Consumerism, Society, Marketing, and Ethics

### 14.8. Advantages and Risks of Implementing CRM

- 14.8.1. CRM, Sales and Costs
- 14.8.2. Customer Satisfaction and Loyalty
- 14.8.3. Technology Implementation
- 14.8.4. Strategic and Management Errors

Module 15. Sectorial Marketing			
<b>15.1. Services Marketing</b> 15.1.1. Evolution and Growth of the Services Sector 15.1.2. Function of Services Marketing 15.1.3. Marketing Strategy in the Service Sector	15.2. Touristic Marketing 15.2.1. Features of the Tourism Sector 15.2.2. Tourist Product 15.2.3. The Customer in Tourism Marketing	15.3. Political and Electoral Marketing 15.3.1. Policy Marketing vs. Electoral Marketing 15.3.2. Political Market Segmentation 15.3.3. Electoral Campaign	<ul> <li>15.4. Social Marketing and Responsible Marketing</li> <li>15.4.1. Social Cause Marketing and CSR</li> <li>15.4.2. Environmental Marketing</li> <li>15.4.3. Segmentation in Social Marketing</li> </ul>
15.5. Retail Management 15.5.1. Relevance 15.5.2. Reward 15.5.3. Cost Reduction 15.5.4. Relationship with the Customer  Module 16. International Marketing	15.6. Banking Marketing 15.6.1. State Regulation 15.6.2. Branches and Segmentation 15.6.3. Inbound Marketing in the Banking Sector	15.7. Health Services Marketing 15.7.1. Internal Marketing 15.7.2. User Satisfaction Studies 15.7.3. Market Oriented Quality Management	15.8. Sensory Marketing  15.8.1. Shopping Experience as a Sensory Experience  15.8.2. Neuromarketing and Sensory Marketing  15.8.3. Arrangement and Presentation of the Point of Sale.
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	<ul> <li>16.2. International Segmentation</li> <li>16.2.1. Criteria for Market Segmentation at the International Level</li> <li>16.2.2. Market Niches</li> <li>16.2.3. International Segmentation Strategies</li> </ul>	<ul> <li>16.3. International Positioning</li> <li>16.3.1. Branding in International Markets</li> <li>16.3.2. Positioning Strategies in International Markets</li> <li>16.3.3. Global, Regional and Local Brands</li> </ul>	<ul> <li>16.4. Product Strategies in International Markets</li> <li>16.4.1. Product Modification, Adaptation and Diversification</li> <li>16.4.2. Global Standardized Products</li> <li>16.4.3. The Product Portfolio</li> </ul>
16.5. Prices and Exports 16.5.1. Export Prices Calculation 16.5.2. Incoterms 16.5.3. International Price 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 Consortiums 16.8.3. Types of Exports and Foreign Trade

## tech 40 | Structure and Content

### Module 17. Digital Marketing and E-Commerce

#### 17.1. Digital Marketing and E-Commerce

- 17.1.1. The Digital Economy and the Sharing Economy
- 17.1.2. Trends and Social Changes in Consumers
- 17.1.3. Digital Transformation of Traditional Companies
- 17.1.4. The Roles of the Chief Digital Officer

#### 17.2. Digital Strategy

- 17.2.1. Segmentation and Positioning in the Competitive Context
- 17.2.2. New Marketing Strategies for Products and Services
- 17.2.3. From Innovation to Cash Flow

#### 17.3. Technology Strategy

- 17.3.1. Web Development
- 17.3.2. Hosting and Cloud Computing
- 17.3.3. Content Management Systems (CMS)
- 17.3.4. Formats and Digital Media
- 17.3.5. Technological E-Commerce Platforms

#### 17.4. Digital Regulation

- 17.4.1. Privacy Policy and Personal Data Protection
- 17.4.2. Fake Profiles and Fake Followers
- 17.4.3. Legal Aspects of Marketing, Advertising and Digital Content

### Module 18. E-commerce and Shopify

#### 18.1. Digital E-Commerce Management

- 18.1.1. New E-Commerce Business Models
- 18.1.2. Planning and Developing an E-Commerce Strategic Plan
- 18.1.3. Technological Structure in E-Commerce

## 18.2. E-Commerce Operations and Logistics

- 18.2.1. How to Manage Fulfillment?
- 18.2.2. Digital Point-of-Sale Management
- 18.2.3. Contact Center Management
- 18.2.4. Automation in Management and Monitoring Processes

## 18.3. Implementing E-Commerce Techniques

- 18.3.1. Social Media and Integration in the E-Commerce Plan
- 18.3.2. Multichannel Strategy
- 18.3.3. Personalizing Dashboards

#### 18.4. Digital Pricing

- 18.4.1. Online Payment Methods and Payment Gateways
- 18.4.2. Electronic Promotions
- 18.4.3. Digital Price Timing
- 18.4.4. E-Auctions

## 18.5. From E-Commerce to m-Commerce and S-Commerce

- 18.5.1. E-Marketplace Business Models
- 18.5.2. S-Commerce and Brand Experience
- 18.5.3. Purchase via Mobile Devices

## 18.6. Customer Intelligence: from e-CRM to s-CRM

- 18.6.1. Integrating the Consumer in the Value Chain
- 18.6.2. Online Research and Loyalty Techniques
- 18.6.3. Planning a Customer Relationship Management Strategy

#### 18.7. Digital Marketing Trade

- 18.7.1. Cross Merchandising
- 18.7.2. Designing and Managing Facebook Ads Campaigns
- 18.7.3. Designing and Managing Google Adwords Campaigns

## 18.8. Online Marketing for E-Commerce

- 18.8.1. Inbound Marketing
- 18.8.2. Display and Programmatic Purchasing
- 18.8.3. Communication Plan

19.1. Web 2.0 or the Social Web	19.2. Digital Communication and	19.3. General, Professional and	19.4. Video, Image, and Mobility
19.1.1. Organization in the Age of Conversation 19.1.2. WEB 2.0 Is All About People 19.1.3. New Environments, New Content	Reputation	Microblogging Platforms	Platforms
	<ul> <li>19.2.1. Crisis Management and Online Corporate Reputation</li> <li>19.2.2. Online Reputation Report</li> <li>19.2.3. Netiquette and Good Practices on Social Networks</li> <li>19.2.4. Branding and Networking 2.0</li> </ul>	19.3.1. Facebook 19.3.2. LinkedIn 19.3.3. Google+ 19.3.4. Twitter	19.4.1. YouTube 19.4.2. Instagram 19.4.3. Flickr 19.4.4. Vimeo 19.4.5. Pinterest
19.5. Corporate Blogging	19.6. Social Media Strategies	19.7. Community Management	19.8. Social Media Plan
19.5.1. How to Create a Blog 19.5.2. Content Marketing Strategy 19.5.3. How to Create a Content Plan for Your Blog? 19.5.4. Content Curation Strategy	19.6.1. Corporate Communication Plan 2.0 19.6.2. Corporate PR and Social Media 19.6.3. Analysis and Evaluation of Results	<ul><li>19.7.1. Functions, Duties, and Responsibilities of the Community Manager</li><li>19.7.2. Social Media Manager</li><li>19.7.3. Social Media Strategist</li></ul>	<ul><li>19.8.1. Designing a Social Media Plan</li><li>19.8.2. Defining the Strategy to be Applied in Each Media</li><li>19.8.3. Contingency Protocol in Case of Crisis</li></ul>





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

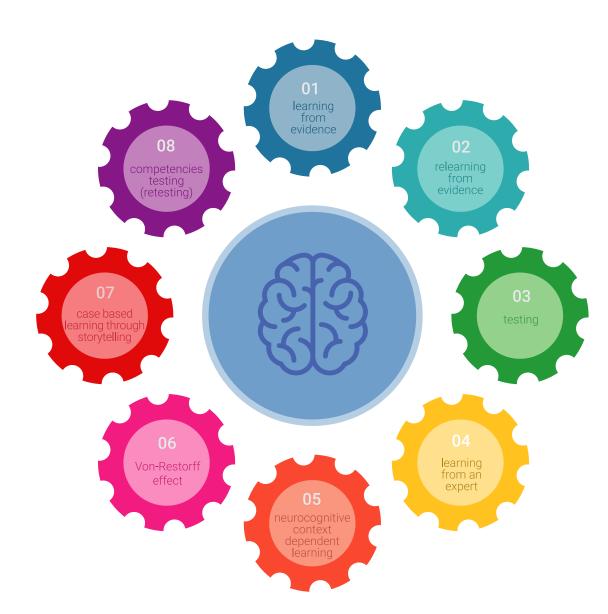
TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

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 relearn). 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 elearning, 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.

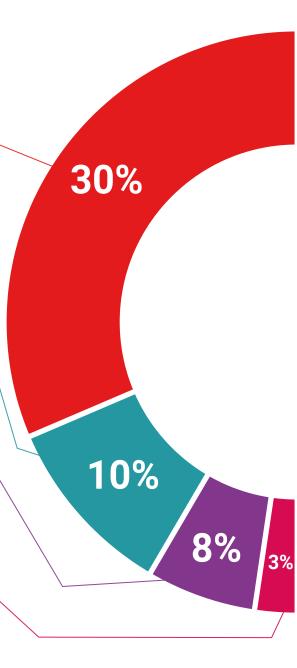
Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.

### **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.

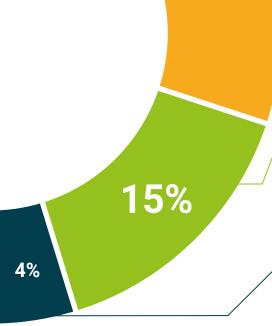


This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".

### **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.

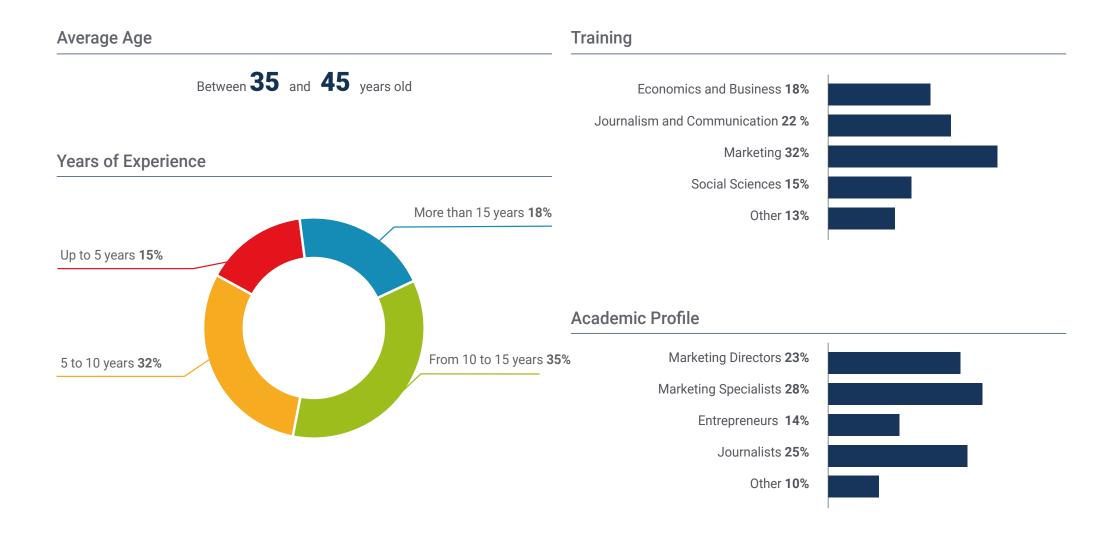


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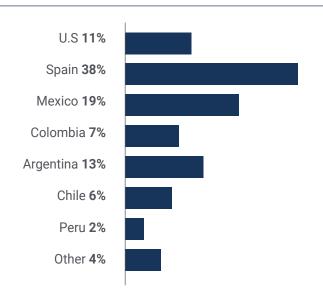




## tech 52 | Our Students' Profiles



## **Geographical Distribution**





## María Suárez

### Marketing Manager of a Multinational Company

"At TECH Global University I've found the opportunity I had been looking for a long time to specialize in marketing management and to be able to develop myself more confidently in my daily practice. Undoubtedly, this Advanced Master's Degree has been a plus for my career and, therefore, I recommend to all those who wish to specialize in this field not to miss the opportunity to enroll in this program"





## Management

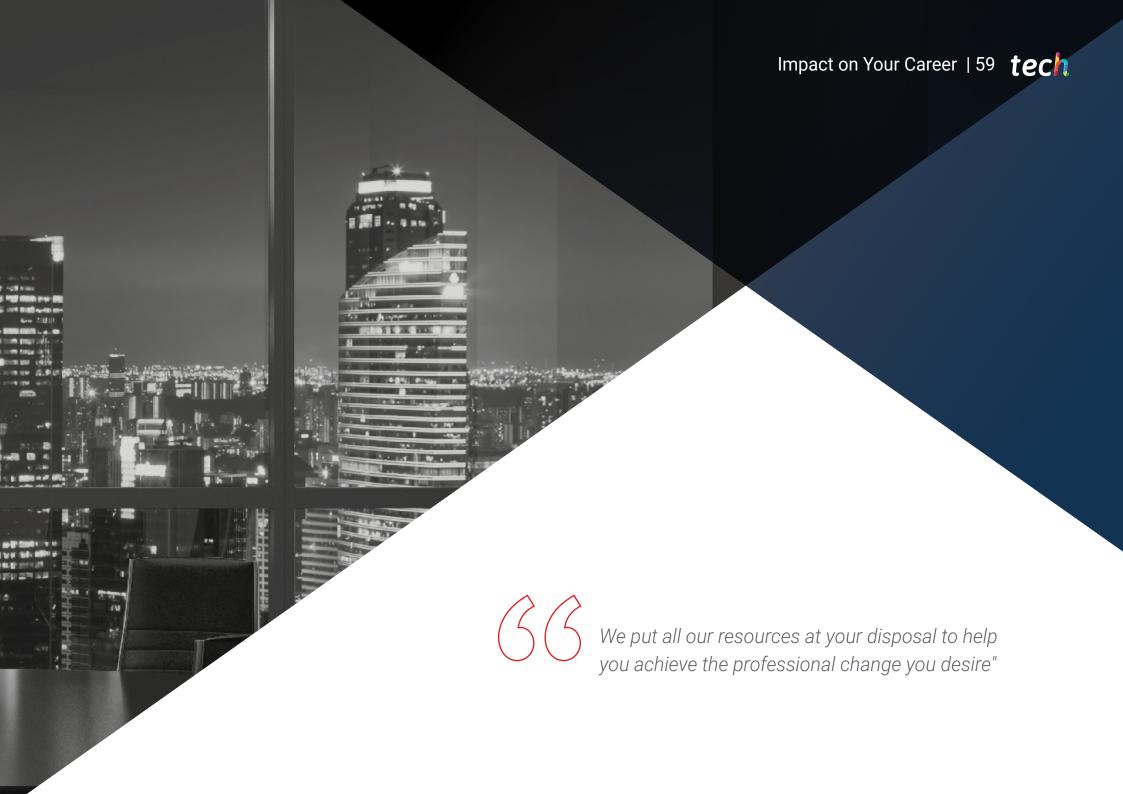


## López, Adolfo

- Economist
- Master's Degree in Marketing
- He has developed his activity mainly in the field of Strategy, Marketing and Market Research Consulting
- Extensive experience in undergraduate and master's degree training at universities and business schools
- Former president of the Marketing Club in Valencia and member of the board of directors of the Iberoamerican Association of Neurosciences for Communication and Business







If you want to make a positive change in your profession, the Advanced Master's Degree MBA in Marketing Management will help you achieve it.

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

The Advanced Master's MBA in Marketing Management of TECH Global University is an intensive program that prepares the professional to face challenges and business decisions both nationally and internationally. The main objective is to promote your personal and professional growth. Help 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.

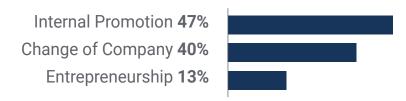
A unique program to improve your skills and be more effective in your daily practice.

### When the change occurs

During the program 55%

After 2 years 30%

## 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 64 | Benefits for Your Company

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



### **Intellectual Capital and Talent Growth**

Bringing to the company new concepts, strategies and perspectives that can bring about relevant 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**

Be able to make decisions in times of uncertainty and crisis, helping the organization to 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**

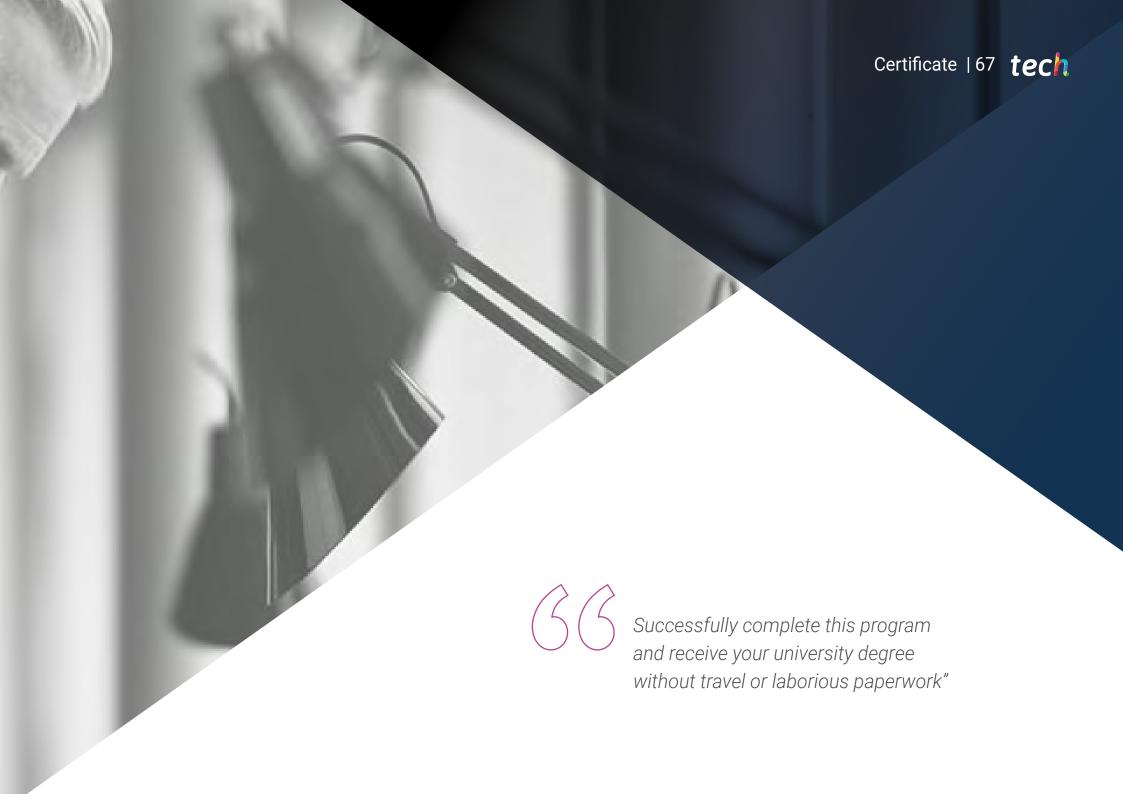
Be able to work on a real project or develop new projects in the R+D or Business Development area of your company.



## Increased competitiveness

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





## tech 68 | Certificate

This program will allow you to obtain your **Advanced Master's Degree diploma in MBA in Marketing 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 MBA in Marketing Management

Modality: online

Duration: 2 years

Accreditation: 120 ECTS





<sup>\*</sup>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.



## Advanced Master's Degree MBA in Marketing Management

» Modality: online

» Duration: 2 years

» Certificate: TECH Global University

» Credits: 120 ECTS

» Schedule: at your own pace

» Exams: online

