

# Postgraduate Certificate Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury



## Postgraduate Certificate Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online
- » Target Group: Professionals in the area of business communication, marketing and fashion.

Website: [www.techtute.com/in/school-of-business/postgraduate-certificate/internal-communication-corporatism-crisis-management-fashion-beauty-luxury](http://www.techtute.com/in/school-of-business/postgraduate-certificate/internal-communication-corporatism-crisis-management-fashion-beauty-luxury)

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# 01 Welcome

Communication is extremely important in all sectors, but if there is one where it plays a fundamental role, it is fashion. In this sense, it is very important to establish effective strategies that promote good internal communication and a correct knowledge of the brand to the outside.

Therefore, this educational program will focus on providing participants with the knowledge that will allow them to understand the organizational chart of a communication company in the fashion and beauty environment and how it relates to each of its audiences. This will reduce the uncertainty of employees, both in the face of internal changes, as well as those external to the organization.

All this will make the professional become a very important asset for fashion companies due to the wide range of their knowledge and, therefore, obtain a great professional growth and recognition.



Postgraduate Certificate in Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury TECH Technological University



“

*In this educational program, you will find all the knowledge to understand communication in fashion companies from an internal and external point of view”*

02

# Why Study at TECH?

TECH is the world's largest 100% online business school. It is an elite business school, with a model based on the highest academic standards. A world-class centre for intensive managerial skills training.



“

*TECH is a university at the forefront of technology, and puts all its resources at the student's disposal to help them achieve entrepreneurial success"*

## 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+**  
executives trained each year

**200+**  
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.





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



### Analysis

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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 groundbreaking 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"*

03

# Why Our Program?

Studying this TECH program means increasing the chances of achieving professional success in senior business management.

It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.



“

*We have highly qualified teachers and the most complete syllabus on the market, which allows us to offer you training of the highest academic level"*

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

**01**

### 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.*

**02**

### 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.*

**03**

### 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.*

**04**

### 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.*

05

### 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.*

06

### 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.*

07

### 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.*

08

### 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.*

# 04 Objectives

This Postgraduate Certificate will provide you with the knowledge and techniques essential to efficiently manage the area of communication in companies in the fashion industry. A program that will enable you to lead and manage projects of lesser or greater intensity and complexity, with the ability to intervene and plan smoothly and to develop successfully in all areas in which this action takes place, both internally and externally. Thus, after the completion of this program, you will know all the aspects that influence a company to transmit its messages correctly and therefore, you will be a much more competent professional.



“

*A complete qualification that will allow you to know in depth the most effective metrics for companies in the fashion, beauty and luxury sector"*

**TECH makes the goals of their students their own goals too  
Working together to achieve them**

The Postgraduate Certificate in Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury will enable the student to:

01

Know the organization chart of a communication company in the fashion and beauty environment

04

Understand the crisis resolution process and the role of the communication director in difficult times

02

Reduce employee uncertainty, both in the face of internal changes and those external to the organization

03

Align and build a team loyal to the brand's objectives, mission and values





05

Organize your own discourse for social networks and mass media aligned with the company's values

06

Fit sustainability into the communication strategy without losing identity

07

Identify potential adversities your brand will face in the future

08

Develop a strategic plan and a recyclable contingency plan



05

# Structure and Content

The Postgraduate Certificate in Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury at TECH is a tailor-made program that is taught in a 100% online format so that you can choose the time and place that best suits your availability, schedule and interests.

A program that takes place over 6 weeks and is intended to be a unique and stimulating experience that will lay the foundation for your success in business reputation management.



“

*We focus on empowering and developing the management and leadership skills that will enable you to implement successful internal communication strategies that enhance the effectiveness of the organization's staff"*

## Syllabus

The contents of this Postgraduate Certificate are directed by professionals in the areas of communication who work in companies in the fashion and beauty sector. This teaching team pours into this program their experience and, therefore, their realistic and close vision of the professional reality, in a conscious and proactive way.

Throughout the syllabus, all the aspects of communication management in companies in the fashion, beauty and luxury sector will be analyzed with the aim of providing the student with an in-depth knowledge of how these departments work and how to manage them optimally.

A journey that will lead students to recognize the internal communication strategies that enhance the results of companies in these sectors and to establish plans aimed at moments of crisis that may arise in the organization.

In the same way, corporatism in the fashion sector will also be studied, paying special attention to the importance of reputation building and the creation of a brand image as a means to enhance the visibility of organizations in these sectors.

All of this development, under the guidance of professionals recognized and valued worldwide, in order to learn from the best, with the best learning system and a stimulating and attractive education process.

Another key to the success of this program is the possibility of being the student themselves who decides how they organize their learning: from the time, to the place and intensity of study. This way we make sure that this program is fully compatible with your personal and professional life. So that you never lose motivation.

In this sense, the program is 100% online, although you will be able to download the contents, to continue offline if you wish.

You will also have access to illustrative videos, review audios, an online library with complementary material and the help and support of your tutor throughout the process.

This Postgraduate Certificate takes place over 6 weeks and is made up of just 1 module:

### Module 1

Internal Communication, Corporatism and Crisis Management



### Where, when and how is it taught?

TECH offers the possibility of developing this Postgraduate Certificate in Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury completely online. Over the course of 6 weeks, 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.*

**Module 1. Internal Communication, Corporatism and Crisis Management**

**1.1. The Stakeholder Ecosystem: Who Are My Stakeholders?**

- 1.1.1. What Is a Stakeholder?
- 1.1.2. The Main Stakeholders in Fashion: Consumer, Employee,
- 1.1.3. The Concept of Social Responsibility: Components and Principles

**1.2. Internal Communication I: Employer Branding**

- 1.2.1. The Management of Internal Communication: Concept and Tools
- 1.2.2. Evolution and Principles of Employer Branding
- 1.2.3. Human Resources as a Communication Tool in the Fashion Industry

**1.3. Internal Communication II: Employee Advocacy**

- 1.3.1. Employer Advocacy: Concept and Evolution
- 1.3.2. Employees as Brand Ambassadors in the Luxury Industry
- 1.3.3. Tools: Buffer and Hootsuite

**1.4. Building Reputation I: Brand Identity at MBL**

- 1.4.1. Concept of Brand Identity: Corporate Identity
- 1.4.2. Brand Identity as an Element of Corporate Reputation
- 1.4.3. Visual Identity in the MBL

**1.5. Building Reputation II: Brand Image at MBL**

- 1.5.1. Concept of Brand Image
- 1.5.2. Brand Image as an Element of Corporate Reputation
- 1.5.3. Branded Content in MBL

**1.6. Building Reputation III: Corporate Reputation at MBL**

- 1.6.1. Reputation: Concept, Characteristics and Effects
- 1.6.2. Metrics for the Analysis of a Global Reputation
- 1.6.3. The Rise of Corporate Activism

**1.7. Crisis Management I: Strategic Plan**

- 1.7.1. Types of Crisis
- 1.7.2. Contingency Plan
- 1.7.3. The Strategic Plan

**1.8. Crisis Management II: Crisis Communication**

- 1.8.1. Spokespersons and the Discourse of Communication Leaders
- 1.8.2. The Impact of the Crisis on the Income Statement
- 1.8.3. Post-Crisis Actions: Getting back to Normality

**1.9. Sustainability and Corporate Reputation at MBL**

- 1.9.1. The Three Dimensions of Sustainability: Social, Environmental and Corporate at MBL
- 1.9.2. The Value Chain of the Fashion Industry
- 1.9.3. Sustainability Communication: Reporting

**1.10. Sustainability in Crisis Management at MBL**

- 1.10.1. Types of Crisis in Each Area of Sustainability
- 1.10.2. Authenticity and Transparency in the Eye of the Public
- 1.10.3. Sustainability as Part of the Crisis Solution



“

*A complete program that will take you through the knowledge you need to compete among the best”*

# 06

# Methodology

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

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







“

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

## 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.

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



*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.

## 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.



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

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



07

# Our Students' Profiles

The Postgraduate Certificate in Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury is a program aimed at professionals who seek an increase in their qualification in the field of business communication for fashion companies and an improvement in their job possibilities.







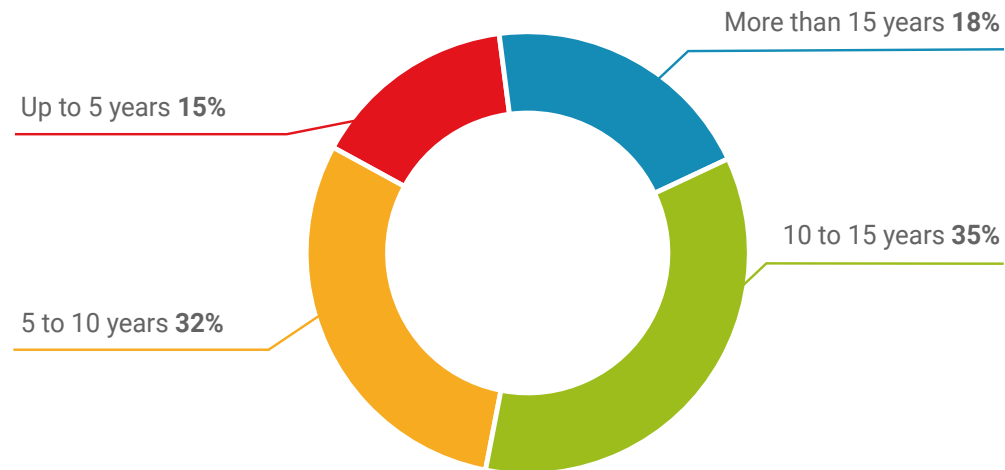
“

*Get the skills and abilities necessary for proper decision-making in the management of internal communication, specifically in the fashion, beauty and luxury sector”*

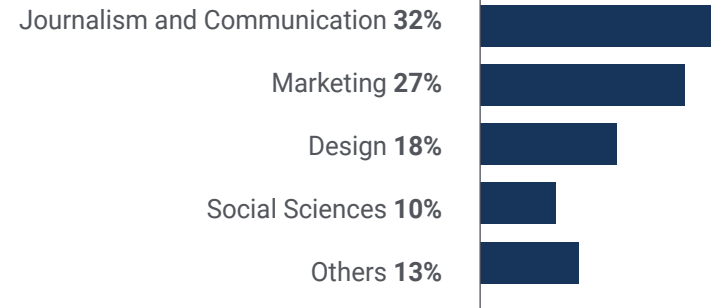
### Average Age

Between **35** and **45** years old

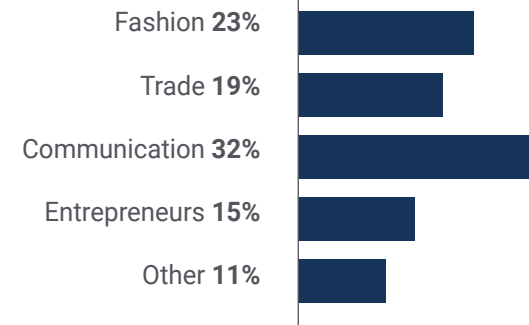
### Years of Experience



### Training

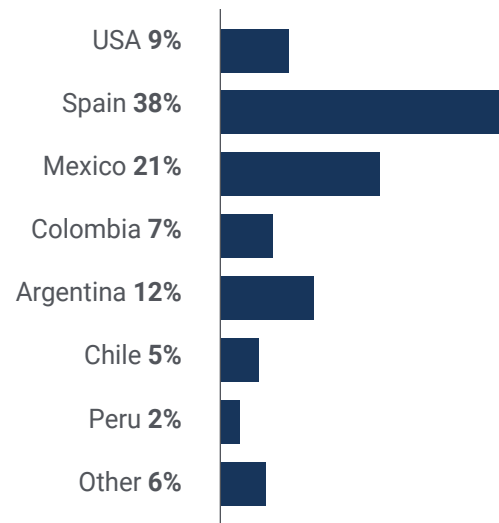


### Academic Profile



## Geographical Distribution

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## Manuel Pérez

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Communications and PR Manager at a luxury company

*"Thanks to this Postgraduate Certificate I have been able to successfully solve a crisis that developed in the company where I work. Without a doubt I recommend to all communication professionals in the fashion industry to acquire this training, because the cross-cutting knowledge they provide is crucial"*

08

# Course Management

The program includes in its teaching staff reference experts in everything related to the communication of fashion and luxury companies, who pour into this program the experience of their years of work. Furthermore, other renowned specialists in related disciplines participate in designing and preparing the Postgraduate Certificate in a multidisciplinary way, making it a unique and highly nourishing academic experience for the student.



“

*A quality teaching team to train professionals who are looking for academic and professional excellence”*

## Management



### **Ms. García Barriga, María**

- ◆ Professor of Digital Marketing
- ◆ More than 15 years of experience in content generation of various kinds: logistics and distribution, fashion and literature or artistic heritage conservation
- ◆ She has worked in major media such as RTVE and Telemadrid.
- ◆ Degree in Information Sciences from the UCM
- ◆ Postgraduate Degree in Marketing and Communication in Fashion and Luxury Companies, UCM
- ◆ MBA from ISEM Fashion Business School, the School of Fashion Business of the University of Navarra
- ◆ PhD Candidate in Fashion Trend Creation
- ◆ Author of The Pattern of Eternity: creating a spiral identity for the automation of fashion trends



## Professors

### Dr. Gárgoles Saes, Paula

- Professor at Spanish and international universities
- PhD in Applied Creativity from the University of Navarra with the thesis "Reputational model for the fashion industry"
- Degree in Journalism from the Complutense University of Madrid.
- Executive Fashion MBA at ISEM Fashion Business School
- She has specialized in fashion at the Fashion Institute of Technology in New York and at the Future Concept Lab in Milan, where she also worked as a fashion journalist
- She has worked as a fashion journalist for the Europa Press agency and the digital magazine Asmoda
- She has worked in the communication department of the Communication and Fashion Management degree at Villanueva University Center and ISEM Fashion Business School
- She currently works in a sustainability consulting firm

09

# Impact on Your Career

TECH is aware that studying a program like this entails great economic, professional and, of course, personal investment. The ultimate goal of this great effort should be to achieve professional growth. For this reason, all efforts and tools are put at your disposal so that you can acquire the necessary skills and abilities to achieve this change.







“

*TECH is fully committed to helping you  
achieve a change in your career path"*

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

The Postgraduate Certificate in Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury at TECH Technological University is an intense program that prepares you to face communication challenges and decisions both nationally and internationally and especially focused on the luxury, beauty and fashion sector. Its main objective is to promote personal and professional growth and, thus, help you achieve success.

If you want to improve yourself, make a positive change at a professional level and network with the best, this is the place.

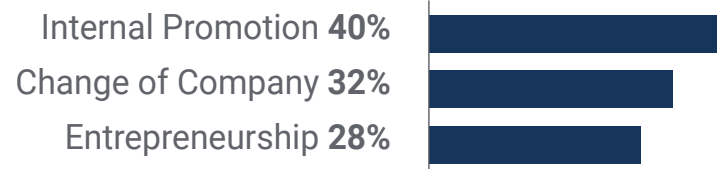
*The specialization program will increase your skills and, therefore, help you stand out in the industry.*

*We give you the opportunity to achieve a positive change in your profession in a short period of time thanks to this program.*

### When the change occurs



### Type of change



## Salary increase

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This program represents a salary increase of more than **25.22%** for our students



10

# Benefits for Your Company

The Postgraduate Certificate in Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury contributes to raising the organization's talent to its maximum potential through the specialization of high-level leaders. Therefore, participating in this educational program will mean an improvement not only at a personal level, but, above all, at a professional level, increasing specialization and improving management and communication skills. Additionally, joining TECH's educational community is a unique opportunity to access a powerful network of contacts in which to find future professional partners, clients, or suppliers.





“

*After studying with TECH, you will be able to bring new approaches and strategies to your company that will be a bonus for its development”*

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

01

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

Bring new concepts, strategies and perspectives to the company that can bring about relevant changes in the organization.

---

02

### **Retaining high-potential executives to avoid talent drain**

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

03

### **Building agents of change**

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

---

04

### **Increased international expansion possibilities**

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



05

### **Project Development**

You will be able to actively collaborate in the development of real projects or develop new ones in the R&D or Business Development area of your company.

---

06

### **Increased competitiveness**

This program will provide students with the necessary skills to take on new challenges in the area of communication and thus boost organizations in this sector.

# 11 Certificate

The Postgraduate Certificate in Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Technological University.





“

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

This **Postgraduate Certificate in Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury** contains the most complete and up-to-date educational program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Certificate** issued by **TECH Technological University** via tracked delivery\*.

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

Title: **Postgraduate Certificate in Internal Communication, Corporatism and Crisis Management in Fashion, Beauty and Luxury**

Official N° of Hours: **150 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.



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