



# Internal Communication, Corporatism and Crisis Management in Fashion,

Beauty and Luxury

» Modality: online

» Duration: 6 weeks

» Certificate: TECH Technological University

» Schedule: at your own pace

» Exams: online

» Target Group: Professionals in the area of business communication, marketing and fashion.

Website: www.techtitute.com/us/school-of-business/postgraduate-certificate/internal-communication-corporatism-crisis-management-fashion-beauty-luxury

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Certificate

# 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.









## tech 08 | Why Study at TECH?

#### 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.



# B

#### 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.





## 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 Technological University community.

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





### tech 16 | Objectives

# 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:



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



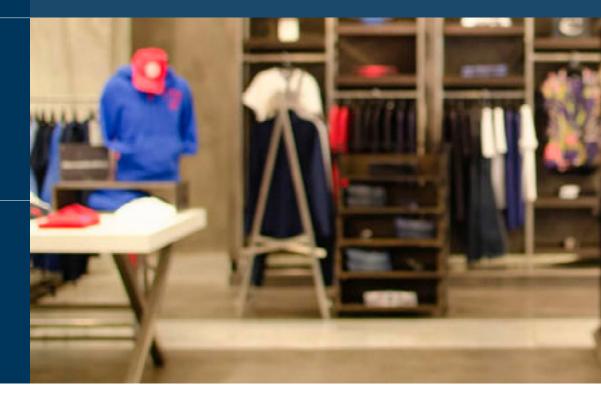
Understand the crisis resolution process and the role of the communication director in difficult times



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



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

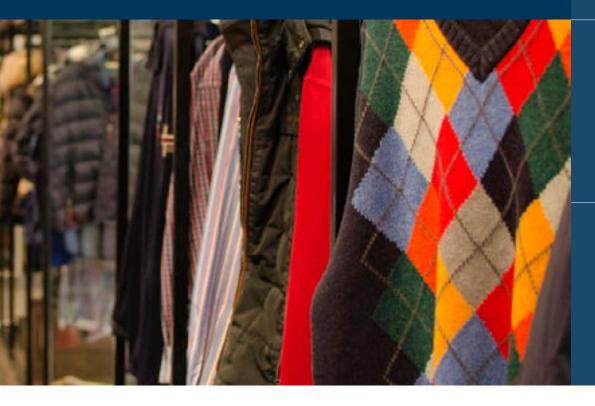




Organize your own discourse for social networks and mass media aligned with the company's values



Fit sustainability into the communication strategy without losing identity





Identify potential adversities your brand will face in the future



Develop a strategic plan and a recyclable contingency plan





### tech 20 | Structure and Content

#### **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.

# tech 22 | Structure and Content

Module 1. Internal Communication, Corporatism and Crisis Management							
1.1.	The Stakeholder Ecosystem: Who Are My Stakeholders?	1.2.	Internal Communication I: Employer Branding	1.3.	Internal Communication II: Employee Advocacy	1.4.	Building Reputation I: Brand Identity at MBL
1.1.1. 1.1.2.	What Is a Stakeholder? The Main Stakeholders in Fashion:	1.2.1.	The Management of Internal Communication: Concept and Tools	1.3.1. 1.3.2.	Employer Advocacy: Concept and Evolution Employees as Brand Ambassadors in the	1.4.1. 1.4.2.	Brand Identity as an Element of
1.1.3.	Consumer, Employee, The Concept of Social Responsibility: Components and Principles	1.2.2. 1.2.3.	Evolution and Principles of Employer Branding Human Resources as a Communication Tool in the Fashion Industry	1.3.3.	Luxury Industry Tools: Buffer and Hootsuite	1.4.3.	Corporate Reputation Visual Identity in the MBL
1.5.	Building Reputation II: Brand Image at MBL	1.6.	Building Reputation III: Corporate Reputation at MBL	1.7.	Crisis Management I: Strategic Plan	1.8.	Crisis Management II: Crisis Communication
1.5.1. 1.5.2.	Concept of Brand Image Brand Image as an Element of	1.6.1.	Reputation: Concept, Characteristics and Effects	1.7.1. 1.7.2.	Types of Crisis Contingency Plan	1.8.1.	Spokespersons and the Discourse of Communication Leaders
1.5.3.	Corporate Reputation Branded Content in MBL	1.6.2.	Metrics for the Analysis of a Global Reputation	1.7.3.	The Strategic Plan	1.8.2.	The Impact of the Crisis on the Income Statement
		1.6.3.	The Rise of Corporate Activism			1.8.3.	Post-Crisis Actions: Getting back to Normality
1.9.	Sustainability and Corporate Reputation at MBL	1.10.	Sustainability in Crisis Management at MBL				
1.9.1.	The Three Dimensions of Sustainability: Social, Environmental and Corporate at MBL		Types of Crisis in Each Area of Sustainability Authenticity and Transparency in the Eye of				
1.9.2. 1.9.3.			the Public Sustainability as Part of the Crisis Solution				





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





### tech 26 | Methodology

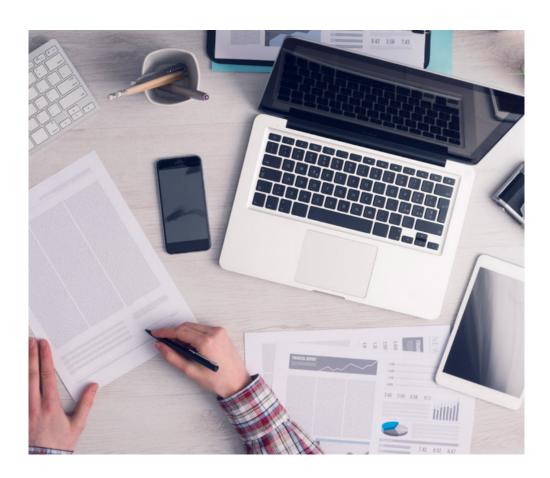
# TECH Business School uses the Case Study to contextualize all content

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.



#### Relearning Methodology

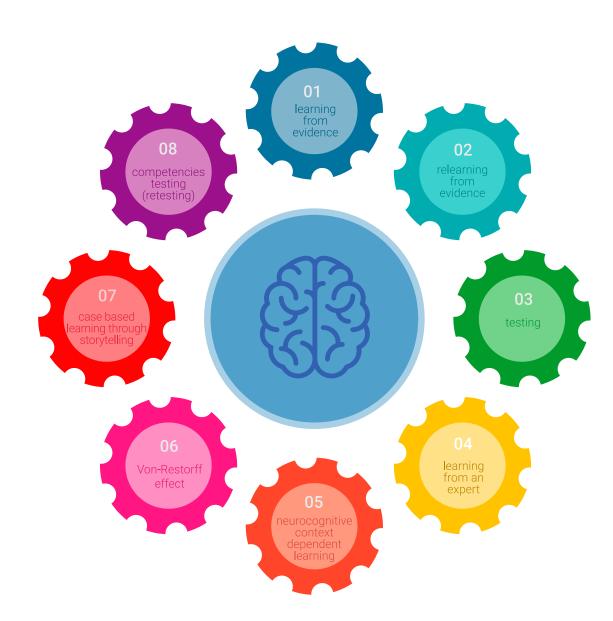
TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

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 | 29 **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.



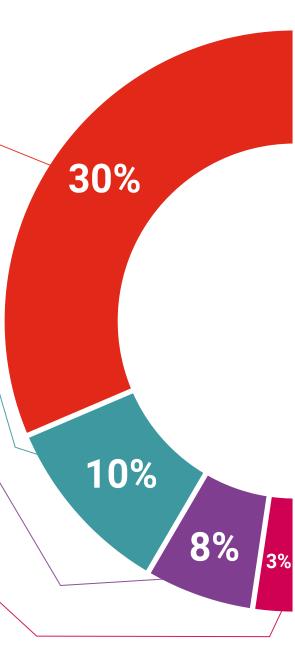
#### **Management Skills Exercises**

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.





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.

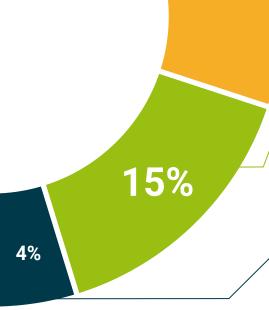


This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".

#### **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.

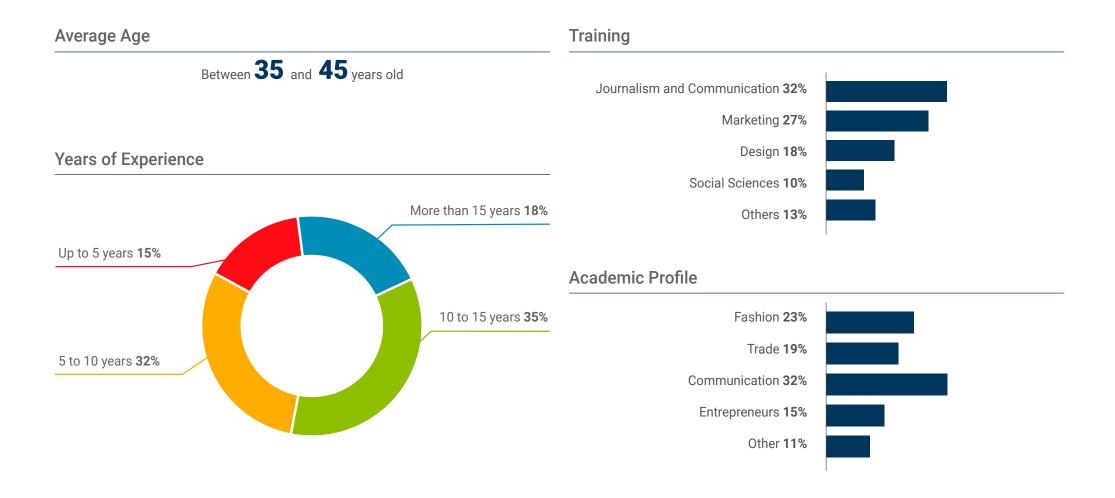


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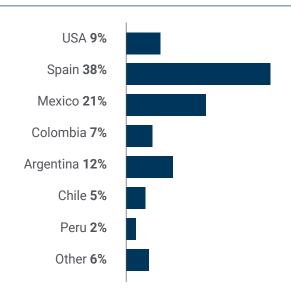




### tech 34 | Our Students' Profiles



#### **Geographical Distribution**





# **Manuel Pérez**

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"





#### **International Guest Director**

With an extensive career in the **Fashion** and **Luxury** sector, Dr. Eleonora Cattaneo stands out internationally for her contributions as a **consultant** to globally renowned **brands**. This renowned expert has been involved with some of the most powerful **Fortune 500** companies such as **Fiat**, **CNH Industrial**, **Renault** and **Nestlé**, among others.

For years, the researcher has investigated the socio-cultural contexts linked to luxury and the ways in which the most prestigious companies in this field create meanings and enhance their products or services. Her most recent book, Managing Luxury Brands, also shows her interest in analyzing the environmental and social influence of this industry, as well as the opportunities that current technological innovations offer to this field.

At the same time, Dr. Cattaneo has collaborated as **Internal Advisor** to several **Marketing Directors** for various corporations. In this way, she has provided information and support in the deployment of **new market entry strategies**, **brand repositioning** and **product launches**. On the other hand, **international communications** is another of her most experienced fields of work.

Based on her extensive training, the specialist was selected to lead the Luxury and Guest Experience Management Program at the renowned Glion Institute in Switzerland. In this institution of reference for the entire European business network, the expert has supported the development of interpersonal and professional skills in corporate leaders from all over the world. Prior to this position, she was Director of Executive Programs for the Swiss Education Group and Regent's University of London.

As for her academic background, Cattaneo holds a Doctorate in Marketing from the University of Pavia, Italy, and an MBA from the SDA Bocconi School of Management.



# Dr. Cattaneo, Eleonora

- Director of the Luxury and Guest Experience Management Program at the Glion Institute, Switzerland
- Director of Executive Programs at the Swiss Education Group
- Head of the Luxury Brand Management Program at Regent's University of London
- Professor of International Marketing at the University Institute Carlo Cattaneo
- Consultant to brands such as Fiat, CNH Industrial, Renault and Nestlé and other Fortune 500 brands
- Doctorate in Marketing from the University of Pavia, Italy
- MBA from the SDA Bocconi School of Management, Italy
- Bachelor's degree from Bristol University, United Kingdom
- Miembro de: Instituto de Gestión Colegiado de Reino Unido Centro Suizo para la Investigación del Lujo



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

# tech 40 | Course Management

#### 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



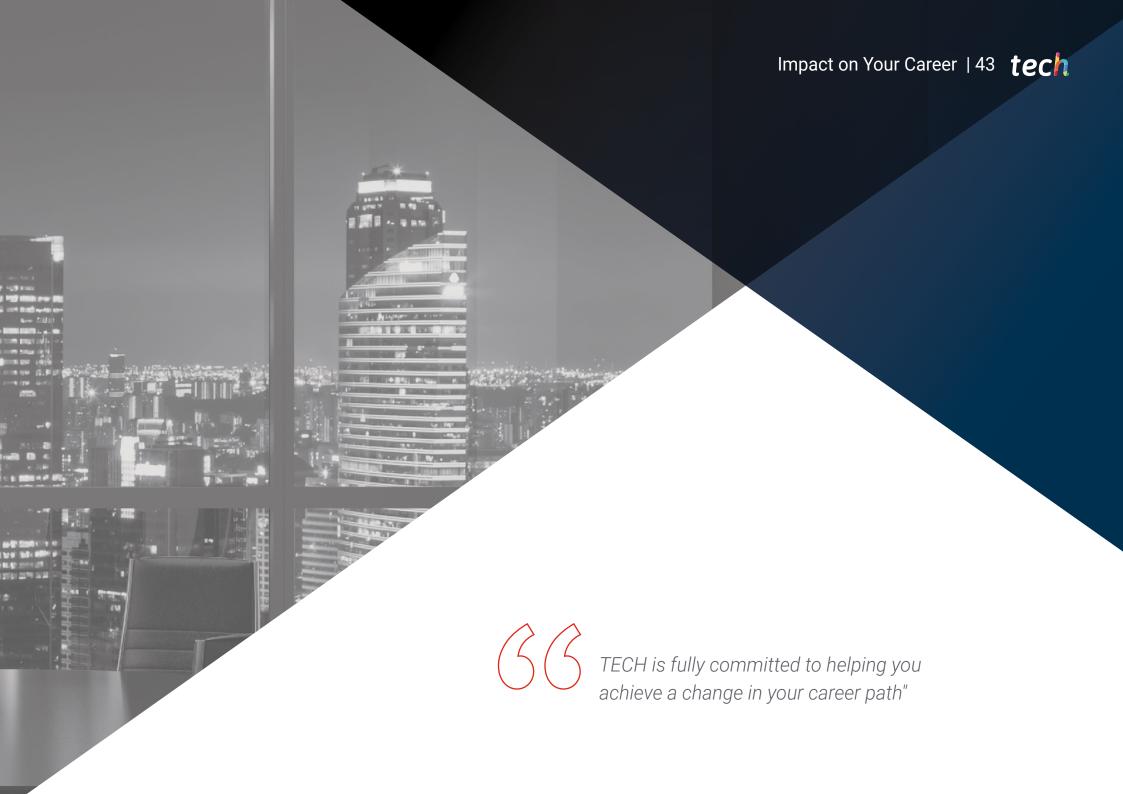
# Course Management | 41 tech

#### **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





# tech 44 | Impact on Your Career

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

# 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.

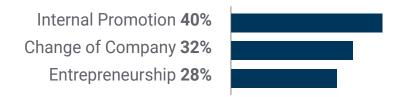
If you want to improve yourself, make a positive change at a professional level and network with the best, this is the place.

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

#### When the change occurs



#### Type of change



# Salary increase

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

\$57,900

A salary increase of

25.22%

\$72,500





# tech 48 | Benefits for Your Company

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



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

Bring new concepts, strategies and perspectives to the company 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 communication professional and opens new avenues for 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 in the world economy.







# **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.



### **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.





# tech 52 | Certificate

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 diploma 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.



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



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

- » Modality: online
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