



# Postgraduate Diploma Communication in the Digital Environment

» Modality: online

» Duration: 6 months

» Certificate: TECH Technological University

» Schedule: at your own pace

» Exams: online

» Target Group: Graduates and professionals with demonstrable experience in areas related to communication and institutional or business relations

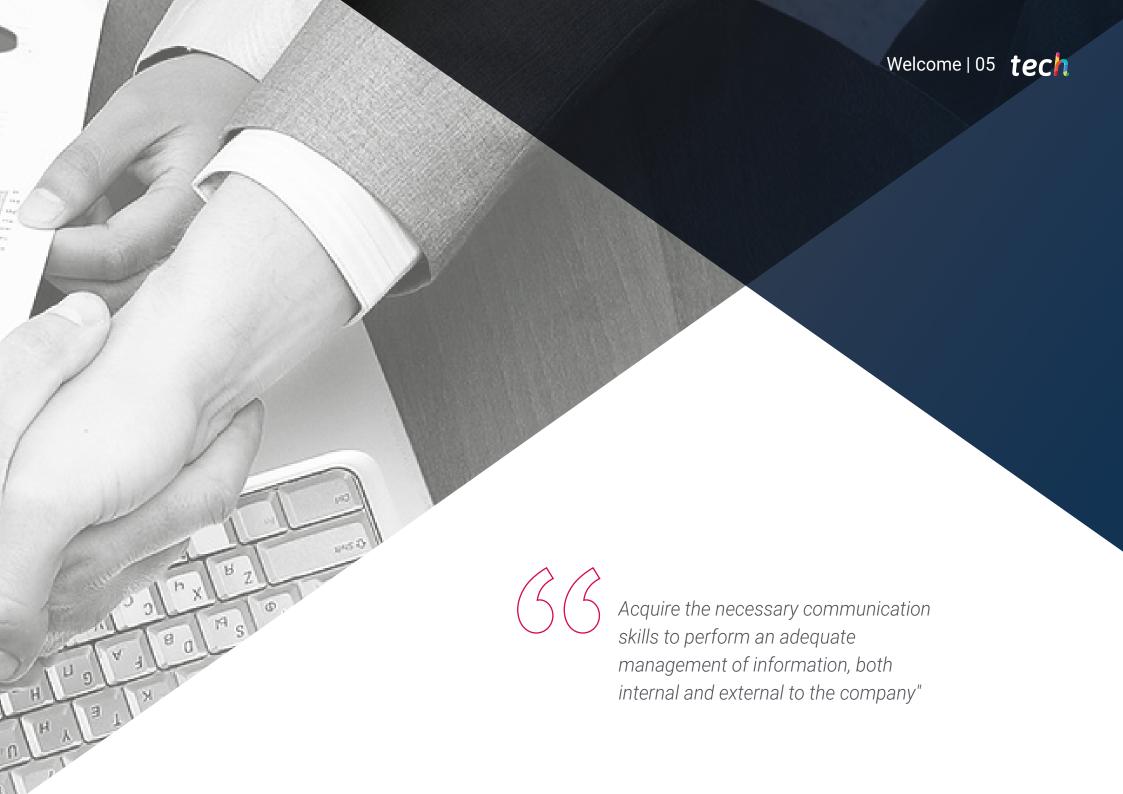
Website: www.techtitute.com/us/school-of-business/postgraduate-diploma/postgraduate-diploma-communication-digital-environment

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## 01 **Welcome**

Business communication has changed in recent years with the creation of the so-called digital ecosystem. Thanks to the integration of marketing techniques in communication strategies, new guidelines are emerging to adapt business communication to the digital environment. With this program, students will develop the necessary skills to create and produce digital content, as well as to design campaigns and online communication plans, gaining access to management positions in the field of institutional communication.







### 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.



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 methodology (the most internationally recognized postgraduate learning methodology) with Harvard Business School case studies. A complex balance of traditional and state-of-the-art methods, within the most demanding academic framework.



#### **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 Harvard Business School case studies"





### 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.



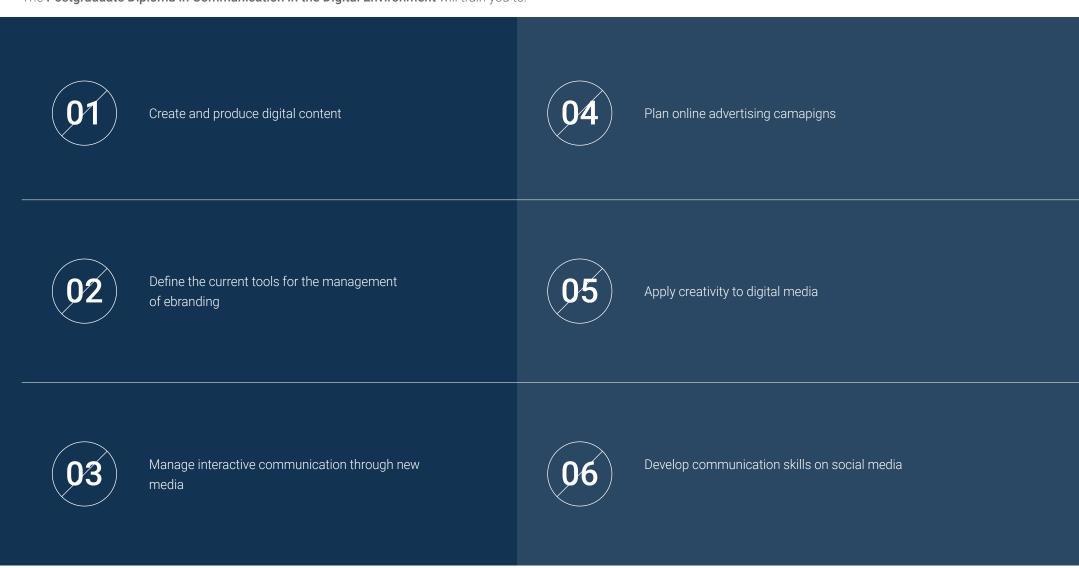


#### 24 | Objectives

Your goals are our goals.

We work together to help you achieve them

The Postgraduate Diploma in Communication in the Digital Environment will train you to:







#### tech 20 | Structure and Content

#### **Syllabus**

The Postgraduate Diploma in Communication in the Digital Environment at TECH Technological University is an intensive program that prepares you to face decisions in business communication. Its content is designed to promote the development of managerial skills that enable more rigorous decision-making in uncertain environments.

Over the course of 375 hours, the student analyzes a plethora of practical cases through individual work. It is, therefore, an authentic immersion in real business situations.

This Postgraduate Diploma deals in depth with all communication areas of the company and is designed for managers to understand finance from a strategic, international and innovative perspective.

A program that understands both its students' and their companies' needs through innovative content based on the latest trends, and supported by the best educational methodology and an exceptional faculty, which will provide them with the skills to solve critical situations in a creative and efficient way.

A plan designed for you, focused on improving your career and preparing you to achieve excellence in the field of communication in the digital environment.

This Postgraduate Diploma takes place over 6 months and is divided into 3 modules:

Module 1	Managerial Skills
Module 2	Communication, Strategy and Reputation
Module 3	Communication Strategy in the Digital World
Module 4	Perfomance and Inbound Marketing



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

TECH offers the possibility of taking this program completely online. Throughout the 6 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 experience to boost your professional development and make the definitive leap.

#### tech 22 | Structure and Content

2.5.2. Focus on Brand Reputation

2.5.3. Leadership Reputation Management

#### Module 1. Managerial Skills 1.1. Public Speaking and Spokesperson Communication and Leadership 1.3. Personal Branding 1.4. Team Management Training Leadership and Leadership Styles 1.3.1. Strategies for Personal Brand Development Work Teams and Management Meetings Managing Change Processes 1.2.2. 1.3.2. Personal Branding Laws 1.1.1. Interpersonal Communication Motivation 1.2.3. Skills and Abilities of the Leader 2.0 1.3.3. Tools for Creating Personal Brands 1.4.3. Managing Multicultural Teams 1.1.2. Communication Skills and Influence 1.4.4. Coaching 1.1.3. Communication Barriers **Negotiation and Conflict Resolution Emotional Intelligence** 1.8. Time Management 1.7. Relational Capital: Coworking 1.5.1. Effective Negotiation Techniques Emotional Intelligence and Communication 1.7.1. Managing Human Capital Planning, Organisation and Control 1.5.2. Interpersonal Conflicts Assertiveness, Empathy, and Active Listening 1.7.2. Performance Analysis The Methodology of Time Management 1.5.3. Intercultural Negotiation 1.6.3. Self-Esteem and Emotional Language 1.7.3. Managing Equality and Diversity 1.8.3. Action Plans 1.7.4. Innovation in People Management 1.8.4. Tools for Efficient Time Management Module 2. Communication, Strategy and Reputation 2.2. Corporate Brand Strategy 2.4. Reputation Evaluation 2.1. Corporate Identity and Strategic 2.3. Reputation Theory Vision Public Image and Stakeholders 2.3.1. Reputation as a Paradigm of a Good 2.4.1. Corporative Reputation Audit Corporate Branding Strategy and 2.4.2. Listed Companies Reputation Monitor Company 2.1.1. Identity and Redefining Business Values Management The Concept of Corporate Reputation 2.4.3. Reputational Good Governance Index 2.1.2. Corporate Business Culture 2.2.3. Corporate Communication Strategy in Line 2.3.3. Internal Reputation 2.4.4. Analysis of Sectorial Reputation 2.1.3. Communication Department Challenges 2.3.4. Influence of Internationalization on With Brand Identity 2.1.4. Public Image and Projection Corporative Reputation Reputation Management 2.6. Reputation Risk and Crisis **Ethical Sustainability** 2.8. Brand Metrics and Analysis and Management Reputation 2.5.1. Corporative Reputation Management 2.7.1. Sustainable Criteria and Strategies

2.6.1. Listening to and Managing Feedback

2.6.3. Spokesperson Training in Emergency

Situations

2.6.2. Procedures, Crisis Manual and Contingency

2.7.2. Communication Campaigns with

2.7.3. Sustainable Brand Positioning and Image

Sustainability Criteria

2.8.1. Introduction to the Metrics of Corporative

Internal and External Measurement Indexes

Branding

2.8.3. Brand Management Tools

2.8.4. Brand Assessment and Ranking

<b>3.1.</b> 3.1.1.	Web 2.0 or the Social Web Organization in the Age of Conversation	3.2.	Digital Communication and Reputation	3.3.	Designing and Planning an Online Reputation Plan	3.4.	General, Professional, and Microblogging Platforms
3.1.2.	Web 2.0 Is All About People		Online Reputation Report Netiquette and Good Practices on Social Media	3.3.1. 3.3.2. 3.3.3.	Brand Reputation Plan	3.4.2.	Facebook LinkedIn Google+
	3.5.	Video, Image, and Mobility	3.6.	Content and Storytelling Strategy	3.7.	Social Media Strategies	3.8.
	Platforms	3.6.1.	Corporate Blogging	3.7.1.	Corporate PR and Social Media	3.8.1.	Functions, Duties, and Responsibilities of the
	YouTube	3.6.2. 3.6.3.	Content Marketing Strategy Creating a Content Plan	3.7.2.	Defining the Strategy to Be Followed in Each Medium	3.8.2.	Community Manager Social Media Manager
3.5.2. 3.5.3.	Instagram Flickr	3.6.4.		3.7.3.	Analysis and Evaluation of Results	3.8.3.	Social Media Strategist
3.5.4.	Vimeo		, ,		,		Ü
3.5.5.	Pinterest						
3.9.	Social Media Plan	3.10	Online Monitoring Tools				
3.9.1.	Designing a Social Media Plan		1 Management Tools and Desktop Applications				
3.9.2.	Schedule, Budget, Expectations, and Monitoring	3.10. 2	2 Monitoring and Research Tools				
3.9.3.	Contingency Protocol in Case of Crisis						

#### 4.2. Strategy and Performance 4.3. Affiliate Campaign Development 4.4. Launching an Affiliate Program 4.1. Permission Marketing **Techniques** 4.1.1. How to Obtain a User's Permission 4.3.1. Agencies and Affiliate Programs 4.4.1. Affiliation and Direct Affiliation Networks 4.1.2. Personalizing the Message 4.3.2. Postview 4.4.2. Results Analysis and Monitoring 4.2.1. Performance Marketing: Results 4.1.3. Mail Confirmation or Double Opt-in 4.3.3. Defining Affiliate Programs 4.4.3. Fraud Control 4.2.2. Digital Media Mix 4.3.4. Display and Campaign Optimization 4.2.3. The Importance of the Funnel 4.5. Developing E-Mail Campaigns Target Research 4.6. E-Mail Marketing Metrics 4.7. Inbound Marketing 4.5.1. Lists of Subscribers, Leads, and Customers 4.6.1. List Metrics 4.7.1. Effective Inbound Marketing 4.8.1. Consumer Intent Modelling & Buyer 4.5.2. E-Mail Marketing Tools and Resources 4.6.2. Newsletter Delivery Metrics 4.7.2. Benefits of Inbound Marketing Personas 4.5.3. Online Writing for E-Mail Marketing 4.6.3. Conversion Metrics 4.7.3. Measuring the Success of Inbound 4.8.2. Customer Journey Mapping Campaigns Marketing 4.8.3. Content Strategy

Module 4. Performance and Inbound Marketing

4.9. Content Optimization

4.9.2. Content Creation

4.9.3. Content Dynamization

4.9.1. Content Optimization for Search Engines

4.10. Conversion

4.10.1. Lead Capturing and CRO

4.10.2. Lead Nurturing and Marketing Automation



This training program offers 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 26 | Methodology

#### At TECH Business School we use the Harvard case method

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



At TECH, you will experience a way of learning that is shaking the foundations of traditional universities around the world"



We are the first online university to combine Harvard Business School case studies with a 100% online learning system based on repetition.



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 intensive program from TECH Technological University School of Business prepares students to face all the challenges in this area, both nationally and internationally. We are committed to promoting personal and professional growth, the best way to strive for success, that is why TECH uses Harvard case studies, with which we have a strategic agreement that allows us to provide our students with material from the best university the world.



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 28 | Methodology

#### Relearning Methodology

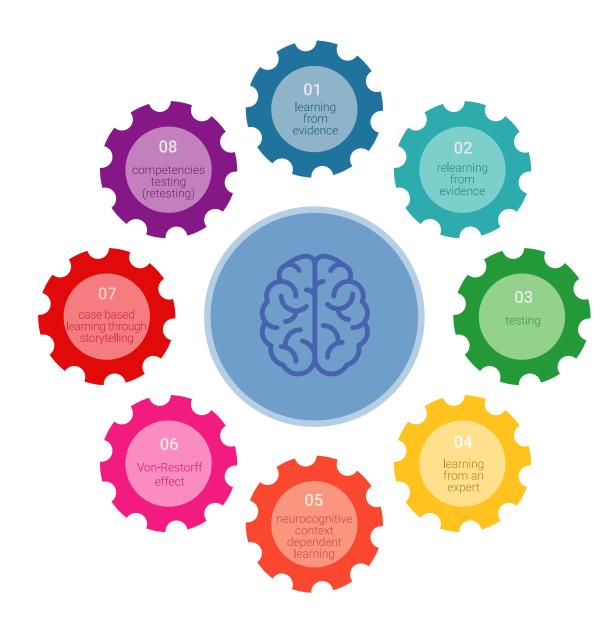
Our university is the first in the world to combine Harvard University case studies with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance Harvard case studies 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.



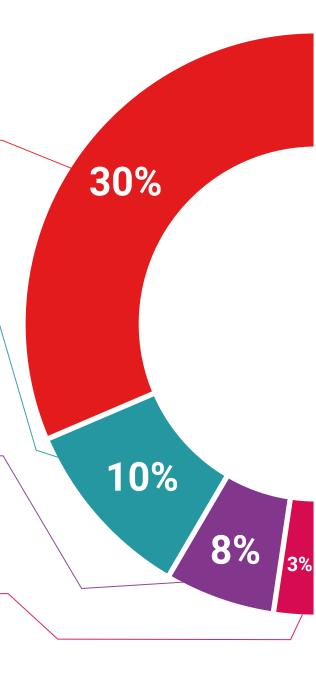
#### **Management Skills Exercises**

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.





They will complete a selection of the best business cases used at Harvard Business School. Cases that are presented, analyzed, and supervised by the best senior management specialists in Latin America.



#### **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 multimedia content presentation training Exclusive system 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 your goals.



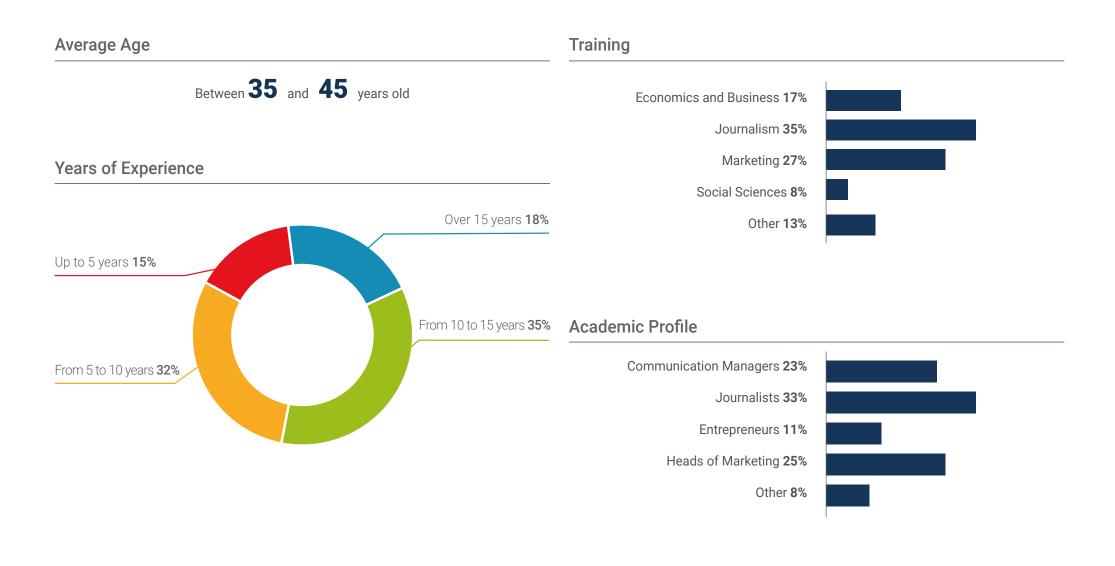


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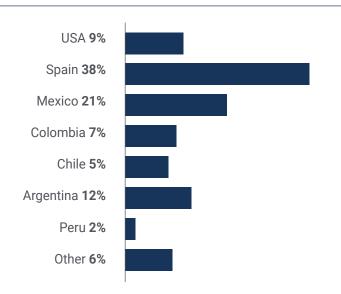




#### tech 34 | Our Students' Profiles



#### **Geographical Distribution**





## José Huertas

#### **Head of Communication**

"The rigor of the contents and the quality of the teaching staff make this Postgraduate Diploma the best training on the market. Thanks to this program, I have been able to grow personally and professionally to become the communications director of my company. A job that I can do with confidence, after all that I have learned during the months of training"





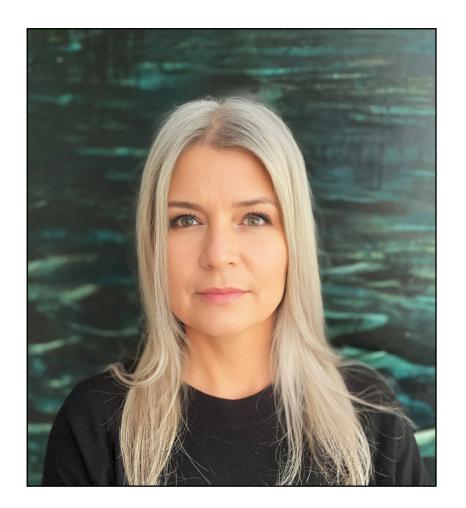
#### **International Guest Director**

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

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

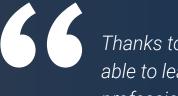
On the other hand, she has been in charge of managing the communication of the companies' strategic investments in different African countries. An example of this is that she has managed dialogues around significant investments in Kenya, demonstrating the commitment of the entities to the economic and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

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



# Ms. Thole-Muir, Wendy

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



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

# tech 40 | Course Management

#### Management



## D. Larrosa Guirao, Salvador

• Specialist professor in finance with vast experience in this field and in teaching

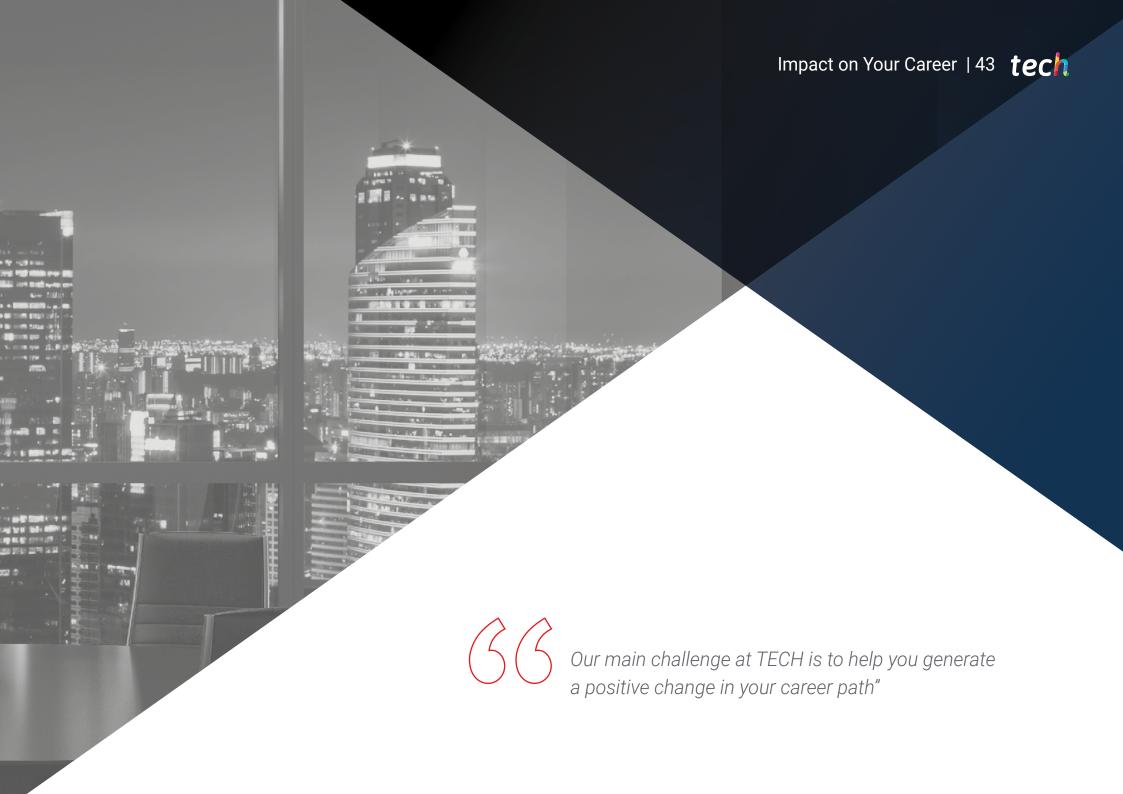
#### **Professors**

#### Ms. Gomis Noriega, Silvia

- Professor of Innovation
- Professional with extensive experience and background in teaching







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

The Postgraduate Diploma in Communication in the Digital Environment at TECH is an intense program that prepares you to face challenges and decisions in corporate and business communication in both the on and off-line fields The main objective is to promote your personal and professional growth.

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

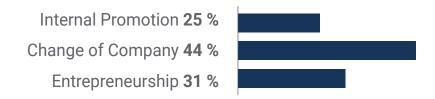
An internal promotion is one of the best options to improve your career, so don't hesitate any longer and take this training to achieve greater success in your company.

Achieve a positive change in your career thanks to the completion of this specialist program.

#### Professional change for our students



#### Type of change



#### Salary increase

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

Salary before **\$77,000** 

A salary increase of

25.22%

\$96,419





## tech 48 | Benefits for Your Company

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



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

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



# Retaining high-potential executives to avoid talent drain

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



#### **Building agents of change**

You will be able to make decisions in times of uncertainty and crisis, in turn 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 work on a current project or develop new projects in the field of R&D or Business Development within the company.



#### **Increased Competitiveness**

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





## tech 52 | Certificate

This **Postgraduate Diploma in Marketing and User Experience in the Digital Environment** contains the most complete and updated program on the market.

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

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

Degree: **Postgraduate Diploma in Communication in the Digital Environment**Official N° of Hours: **375 hours.** 



<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.



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- » Modality: online
- » Duration: 6 months
- » Certificate: TECH Technological University
- » Schedule: at your own pace
- » Exams: online

