



Postgraduate Diploma Communication and

Managerial Skills

» Modality: online

» Duration: 6 months

» Certificate: **TECH Global University**

» Credits: 15 ECTS

» Schedule: at your own pace

» Exams: online

» Target Group: Graduates and professionals with demonstrable experience in the sector

Website: www.techtitute.com/us/school-of-business/postgraduate-diploma/postgraduate-diploma-communication-managerial-skills

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01 **Welcome**

Maintaining an adequate reputation and brand image requires effective internal and external communication strategies. It is the job of the Chief Communications Officer to develop these communication campaigns that make known the mission and values of the company in order to achieve the desired results in the audience. Therefore, with this program, TECH aims to provide its students with the necessary training to know all the particularities of this sector, which are key to business success. In this sense, this degree will be a fundamental element in the curriculum of those who wish to develop professionally in the corporate communications sector, not only as technicians, but also as area managers, allowing them to develop the necessary management skills for the position.









tech 08 | Why Study at TECH?

At TECH Global University



Innovation

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

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



The Highest Standards

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

95%

of TECH students successfully complete their studies



Networking

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

100,000+

200+

executives trained each year

different nationalities



Empowerment

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

500+

collaborative agreements with leading companies



Talent

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

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



Multicultural Context

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

TECH students represent more than 200 different nationalities.





Learn with the best

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

Teachers representing 20 different nationalities.



At TECH *you will* have access to Harvard Business School case studies"

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

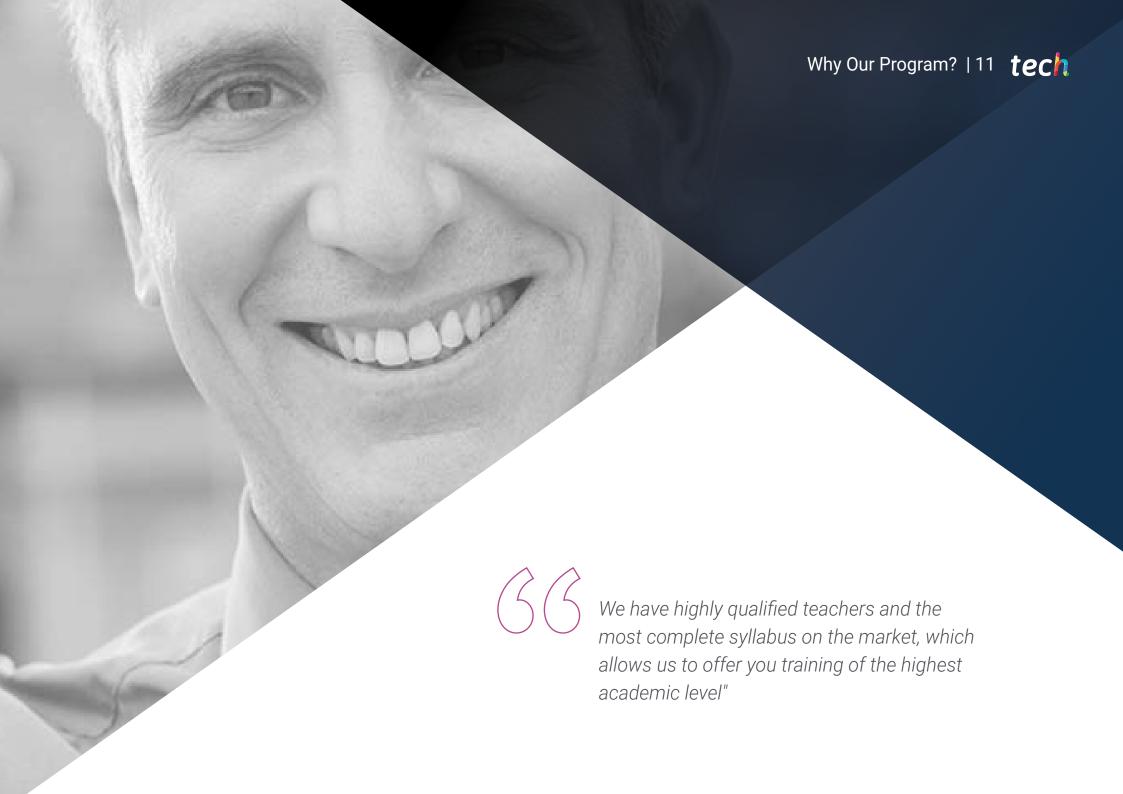
TECH offers students the best online learning methodology. The university combines the Relearning methodology (the most internationally recognized postgraduate learning methodology) with Harvard Business School case studies. A complex balance of traditional and state-of-the-art methods, within the most 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.





tech 12 | Why Our Program?

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



A significant career boost

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

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



Develop a strategic and global vision of companies

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

Our global vision of companies will improve your strategic vision.



Consolidate the student's senior management skills

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

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



Take on new responsibilities

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

45% of graduates are promoted internally.



Access to a powerful network of contacts

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

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



Thoroughly develop business projects

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

20% of our students develop their own business idea.



Improve soft skills and management skills

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

Improve your communication and leadership skills and enhance your career.



Be part of an exclusive community

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

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





tech 16 | Objectives

Your goals are our goals.

We work together to help you achieve them

The Postgraduate Diploma in Communication and Managerial Skills will train you to:



Apply existing methods in order to adequately manage knowledge in organizations



Create clear, simple, precise, relevant and useful professional reports



Present reports, ideas, concepts and opinions in public with precision and rigor





Lead, motivate and integrate work teams



Work on flexibility, pressure management, communication, consensus building, assertiveness, creativity and innovation as basic pillars on which to build a consistent model



Develop strategies, competencies and basic skills to improve interaction with other people (work team, clients, suppliers, social agents)



Apply techniques for speaking in public



09

Define strategies for effectively developing leadership and motivation in teams

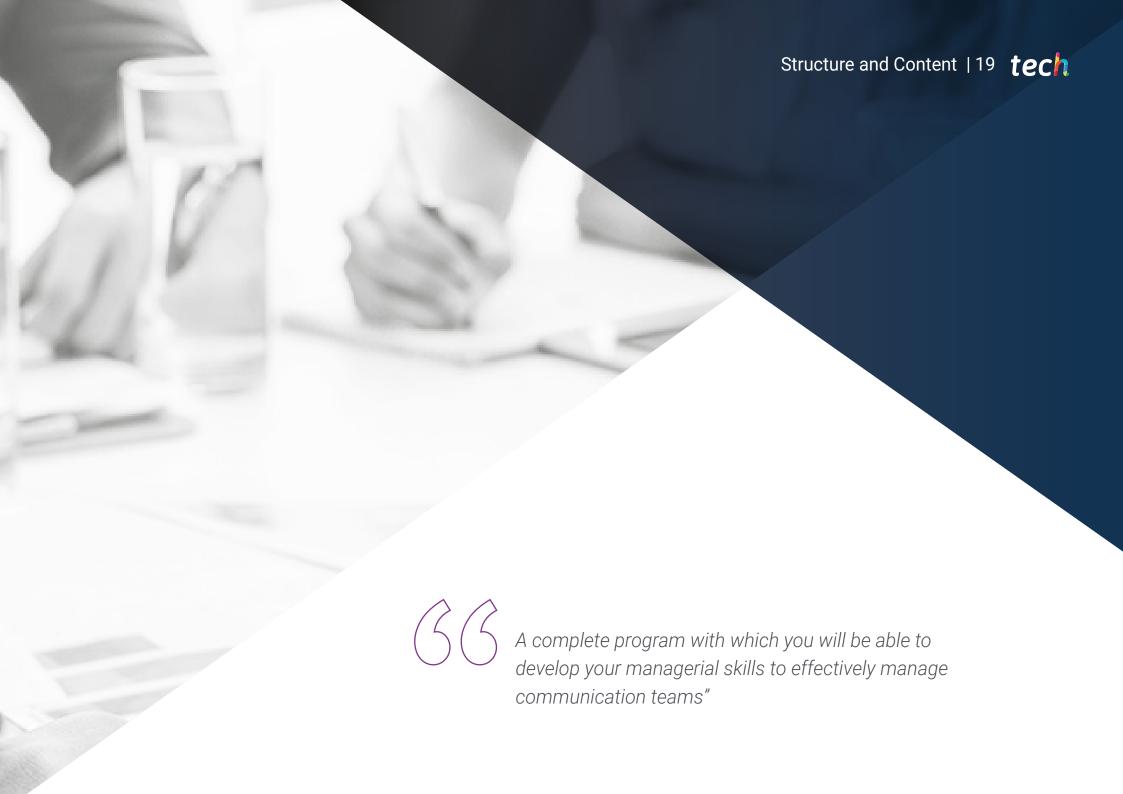


Apply negotiation strategies and techniques



Properly self-manage one's own emotions and improve self-knowledge and self-control





tech 20 | Structure and Content

Syllabus

The Postgraduate Diploma in Communication and Managerial Skills has been designed thinking in the academic necessities of business professionals who wish to advance in their career and manage communication departments in big companies. 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.

Throughout 375 hours of study, the student will analyze a multitude of practical cases through individual work, achieving a deep learning that will be fundamental for their professional growth. 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 corporate communication 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.

This Postgraduate Diploma takes place over 6 months and is divided into 4 modules:

Module 1	Executive Coaching
Module 2	Managerial Skills
Module 3	Corporate Communication, Brand Strategy and Reputation
Module 4	Managing Aspects of Corporate Communication



Where, When and How is it Taught?

TECH offers you 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 educational experience to boost your professional development and make the definitive leap.

tech 22 | Structure and Content

2.5.3. Intercultural Negotiation

Module 1. Executive Coaching 1.4. Self-Control and Self-Efficacy **Neuroeconomics** 1.3. Self-Management 1.1. Neuromanagement 1.1.1. Evolution, Brain Function, Survival, Values Measuring Value 1.3.1. Search for Coherence 1.4.1. Mindfulness and Homeostasis and Rewards Evaluation, Risk and Decision-Making 1.3.2. Learning Towards Authenticity 1.4.2. Personal Style of Relationship and 1.2.2. 1.1.2. Self-Awareness and Feeling of Pleasure 1.2.3. Adaptation, Microeconomic Theory, Value 1.3.3. Social Values, Identity and Sense of Life Organization 1.1.3. Neurobiological Bases of Emotions, Empathy and The Market 1.4.3. Relationship Efficiency Map and Social Behaviors 1.1.4. Cultures and Values. Morality, Values and Executive Function. 1.5. Improve Knowledge of One's Self **Executive Coaching** 1.7. Managing Positive Change 1.5.1. Behavior Patterns and Interpersonal Use Coaching in Personal Development Stakeholder Management and Dialogue Relationship Models and Fields of Coaching Appreciative Inquiry 1.5.2. Basic Areas of Common Behavior Towards 1.6.3. Action and Limits of Executive Coaching 1.7.3. Select, Evaluate and Feedback Evervone Increase Personal and Interpersonal Effectiveness Through Feedback and Reflection Module 2. Managerial Skills 2.1. Public Speaking and Spokesperson Communication and Leadership 2.3. Personal Branding 2.4. Team Management Training Leadership and Leadership Styles Strategies for Personal Brand Development Work Teams and Management Meetings Motivation 2.3.2. Personal Branding Laws 2.4.2. Managing Change Processes 2.1.1. Interpersonal Communication 2.2.3. Skills and Abilities of the Leader 2.0 2.3.3. Tools for Creating Personal Brands 2.4.3. Managing Multicultural Teams 2.1.2. Communication Skills and Influence 2.4.4. Coaching 2.1.3. Communication Barriers **Negotiation and Conflict Resolution Emotional Intelligence** Relational Capital: Coworking 2.8. Time Management Effective Negotiation Techniques Emotional Intelligence and Communication Managing Human Capital Planning, Organisation and Control 2.5.2. Interpersonal Conflicts 2.6.2. Assertiveness, Empathy, and Active Listening 2.7.2. Performance Analysis 2.8.2. The Methodology of Time Management

2.7.3. Managing Equality and Diversity

2.7.4. Innovation in People Management

2.8.3. Action Plans

2.8.4. Tools for Efficient Time Management

2.6.3. Self-Esteem and Emotional Language

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3.1. 3.1.1 3.1.2 3.1.3 3.1.4	Corporate Business Culture Communication Department Challenges	3.2. 3.2.1. 3.2.2. 3.2.3.	Management	3.3. 3.3.1. 3.3.2. 3.3.3. 3.3.4.	Reputation Theory Reputation as a Paradigm of a Good Company The Concept of Corporate Reputation Internal Reputation Influence of Internationalization on Corporate Reputation	3.4. 3.4.1. 3.4.2. 3.4.3. 3.4.4.	Reputation Evaluation Corporate Reputation Audit Listed Companies Reputation Monitor Reputational Good Governance Index Analysis of Sectorial Reputation
3.5. 3.5.1 3.5.2 3.5.3	Reputation Management Corporate Reputation Management Focus on Brand Reputation Leadership Reputation Management	3.6.2.	Reputation Risk and Crisis Management Listening to and Managing Feedback Procedures, Crisis Manual and Contingency Plans Spokesperson Training in Emergency Situations	3.7. 3.7.1. 3.7.2. 3.7.3.	Sustainability Criteria	3.8.1. 3.8.2. 3.8.3. 3.8.4.	Brand Metrics and Analysis and Reputation Introduction to the Metrics of Corporate Branding Internal and External Measurement Indexes Brand Management Tools Brand Assessment and Ranking
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Мо	dule 4. Management Aspects of Co	orporate	e Communication				
4.1. 4.1.1	Communication in Organizations Organizations, People and Society Historical Evolution of Organizational Behavior Bidirectional Communication	4.2. 4.2.1.		4.3. 4.3.1. 4.3.2. 4.3.3.	Integral Communication Plans Audit and Diagnosis Elaboration of Communication Plan Measuring results: KPIs and ROI	4.4. 4.4.1. 4.4.2. 4.4.3.	Communication Theories on the Effects of the Media

4.9. Branding & Naming

4.5.4. Buying Advertising Space

- 4.9.1. Brand Management and Coordination in Launching of New Products
- 4.9.2. Brand Repositioning

4.10. Audience Forecasting and Data Sources

- 4.10.1. Measurement Units and Audience Profiles 4.10.2. Affinity, Sharing, Rating and GRPs 4.10.3. Current Suppliers in the Advertising Market



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.





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 Global 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

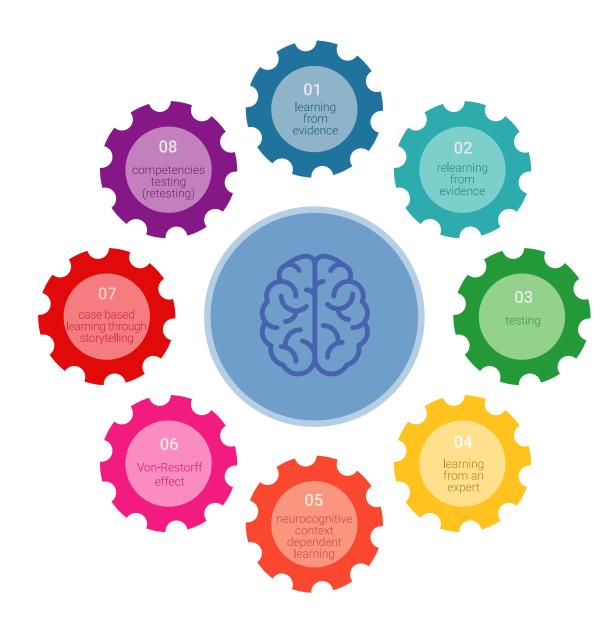
Our university is the first in the world to combine Harvard University case studies with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

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.



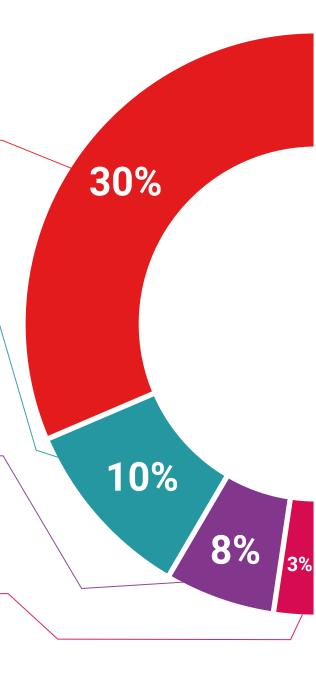
Management Skills Exercises

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.



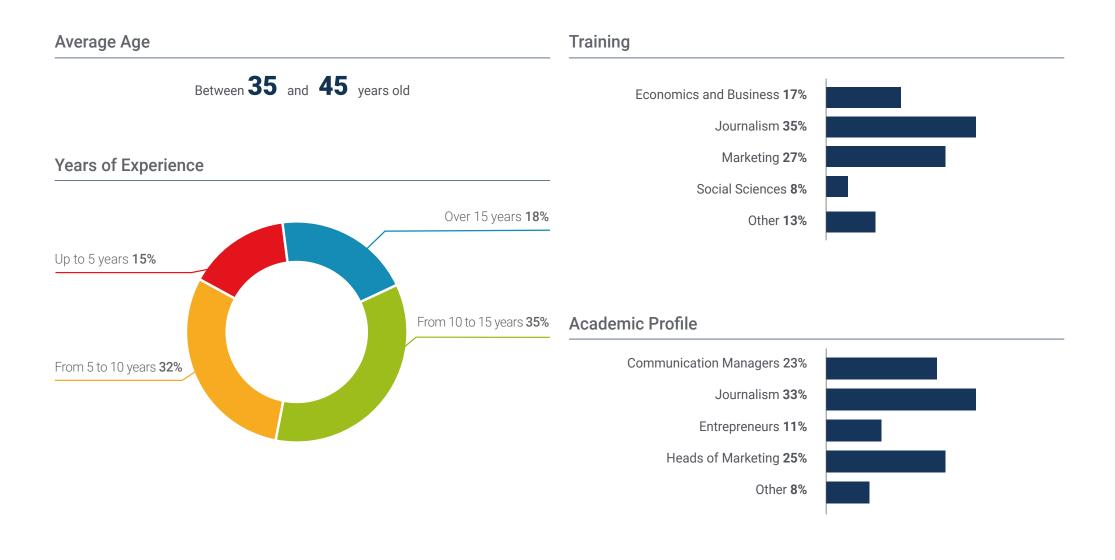


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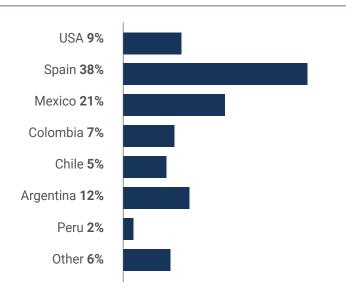




tech 34 | Our Students' Profiles



Geographical Distribution





Ana Aguirre

Head of Communication

"Completing this Postgraduate Diploma has helped me to advance in my career. I have been so lucky that both the syllabus and the teaching team have been excellent. Without a doubt it is the best academic alternative that I could have found since it has allowed me to update my knowledge and improve my managerial skills"





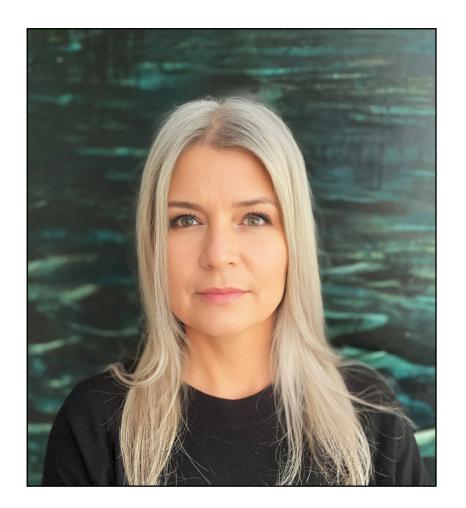
International Guest Director

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.

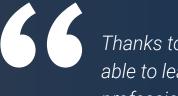
On the other hand, she has been in charge of managing the communication of the companies' strategic investments in different African countries. An example of this is that she has managed dialogues around significant investments in Kenya, demonstrating the commitment of the entities to the economic and 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



Mr. 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







tech 44 | Impact on Your Career

If you dream of managing the communication department in your business, don't wait any longer. Enroll in this program and you will achieve the career development you desire.

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

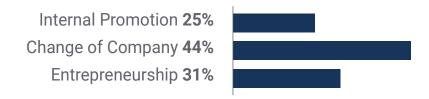
TECH is aware that studying a program like this entails great economic, professional and, of course, personal investment. The ultimate goal of this great effort should be to achieve professional growth.

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.

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

The executive 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

The manager 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 work on a current project or develop new projects in the field of R&D or Business Development within the company.



Increased Competitiveness

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







tech 52 | Certificate

This program will allow you to obtain your **Postgraduate Diploma in Communication and Managerial Skills** endorsed by **TECH Global University**, the world's largest online university.

TECH Global University is an official European University publicly recognized by the Government of Andorra (*official bulletin*). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** title is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: Postgraduate Diploma in Communication and Managerial Skills

Modality: online

Duration: 6 months

Accreditation: 15 ECTS



has successfully passed and obtained the title of:

Postgraduate Diploma in Communication and Managerial Skills

This is a program of 375 hours of duration equivalent to 15 ECTS, with a start date of dd/mm/yyyy and an end date of dd/mm/yyyy.

TECH Global University is a university officially recognized by the Government of Andorra on the 31st of January of 2024, which belongs to the European Higher Education Area (EHEA).

In Andorra la Vella, on the 28th of February of 2024



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



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