



Comprehensive Communication and Management in the Financial Sector

» Modality: online

» Duration: 6 months

» Certificate: TECH Global University

» Accreditation: 18 ECTS

» Schedule: at your own pace

» Exams: online

Website: www.techtitute.com/us/school-of-business/postgraduate-diploma/postgraduate-diploma-comprehensive-communication-management-financial-sector

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tech 06 | Introduction to the Program

The transformation of the Financial Sector has generated a growing demand for professionals with skills in Strategic Communication and Comprehensive Management. Globalization, digitization, and regulatory changes have redefined the way Financial Institutions operate, demanding greater transparency, efficiency, and adaptability. In this context, understanding how the sector works and mastering its dynamics is key to successfully facing current and future challenges.

This program offers a comprehensive view of communication and management in the Financial Sector, combining specialized knowledge with practical strategies. Through this learning experience, you will improve your decision-making, strengthen your corporate reputation, and optimize your relationships with clients and investors. In addition, you will develop a competitive advantage in an increasingly demanding market, opening up new opportunities for professional growth and leadership within Financial Institutions, consulting firms, and regulatory agencies.

The 100% online methodology guarantees access to up-to-date materials, classes taught by experts, and flexibility to balance your studies with other responsibilities. This approach facilitates the development of key skills without the limitations of face-to-face education, allowing you to learn from anywhere and adapt the pace of learning to your individual needs.

This learning model, based on innovation and global access to knowledge, prepares students to face the challenges of the financial sector in a dynamic and constantly evolving environment. The opportunity to interact with internationally renowned specialists and access high-quality content, such as a series of Masterclasses, will provide students with the most innovative tools.

This Postgraduate Diploma in Comprehensive Communication and Management in the Financial Sector contains the most complete and up-to-date program on the market. The most important features include:

- The development of case studies presented by experts in Finance and Economics
- The graphic, schematic, and practical contents with which they are created, provide scientific and practical information on the disciplines that are essential for professional practice
- Practical exercises where the self-assessment process can be carried out to improve learning
- Special emphasis on innovative methodologies in Finance and Economics
- Theoretical lessons, questions to the expert, debate forums on controversial topics, and individual reflection assignments
- Content that is accessible from any fixed or portable device with an Internet connection



Benefit from unique masterclasses led by world-renowned experts in the Financial sector"

Introduction to the Program | 07 tech



You will develop a strategic approach to comprehensive Financial Risk management, covering everything from credit and market risk assessment to the implementation of risk mitigation policies"

The teaching staff includes professionals belonging to the field of Finance, who bring to this program the experience of their work, as well as recognized specialists from leading companies and prestigious universities.

The multimedia content, developed with the latest educational technology, will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide an immersive learning experience designed to prepare for real-life situations.

This program is designed around Problem-Based Learning, whereby the student must try to solve the different professional practice situations that arise throughout the program. For this purpose, the professional will be assisted by an innovative interactive video system created by renowned and experienced experts.

You will be able to manage communication crises that could affect the image of Financial Institutions, protecting their reputation through effective responses.

You will delve into the challenges of emerging markets, identifying their growth factors, economic vulnerabilities, and geopolitical risks.







tech 10 | Why Study at TECH?

The world's best online university, according to FORBES

The prestigious Forbes magazine, specialized in business and finance, has highlighted TECH as "the best online university in the world" This is what they have recently stated in an article in their digital edition in which they echo the success story of this institution, "thanks to the academic offer it provides, the selection of its teaching staff, and an innovative learning method oriented to form the professionals of the future".

The best top international faculty

TECH's faculty is made up of more than 6,000 professors of the highest international prestige. Professors, researchers and top executives of multinational companies, including Isaiah Covington, performance coach of the Boston Celtics; Magda Romanska, principal investigator at Harvard MetaLAB; Ignacio Wistumba, chairman of the department of translational molecular pathology at MD Anderson Cancer Center; and D.W. Pine, creative director of TIME magazine, among others.

The world's largest online university

TECH is the world's largest online university. We are the largest educational institution, with the best and widest digital educational catalog, one hundred percent online and covering most areas of knowledge. We offer the largest selection of our own degrees and accredited online undergraduate and postgraduate degrees. In total, more than 14,000 university programs, in ten different languages, making us the largest educational institution in the world.



The most complete syllabus





World's
No.1
The World's largest
online university

The most complete syllabuses on the university scene

TECH offers the most complete syllabuses on the university scene, with programs that cover fundamental concepts and, at the same time, the main scientific advances in their specific scientific areas. In addition, these programs are continuously updated to guarantee students the academic vanguard and the most demanded professional skills. and the most in-demand professional competencies. In this way, the university's qualifications provide its graduates with a significant advantage to propel their careers to success.

A unique learning method

TECH is the first university to use Relearning in all its programs. This is the best online learning methodology, accredited with international teaching quality certifications, provided by prestigious educational agencies. In addition, this innovative academic model is complemented by the "Case Method", thereby configuring a unique online teaching strategy. Innovative teaching resources are also implemented, including detailed videos, infographics and interactive summaries.

The official online university of the NBA

TECH is the official online university of the NBA. Thanks to our agreement with the biggest league in basketball, we offer our students exclusive university programs, as well as a wide variety of educational resources focused on the business of the league and other areas of the sports industry. Each program is made up of a uniquely designed syllabus and features exceptional guest hosts: professionals with a distinguished sports background who will offer their expertise on the most relevant topics.

Leaders in employability

TECH has become the leading university in employability. Ninety-nine percent of its students obtain jobs in the academic field they have studied within one year of completing any of the university's programs. A similar number achieve immediate career enhancement. All this thanks to a study methodology that bases its effectiveness on the acquisition of practical skills, which are absolutely necessary for professional development.



Google Premier Partner

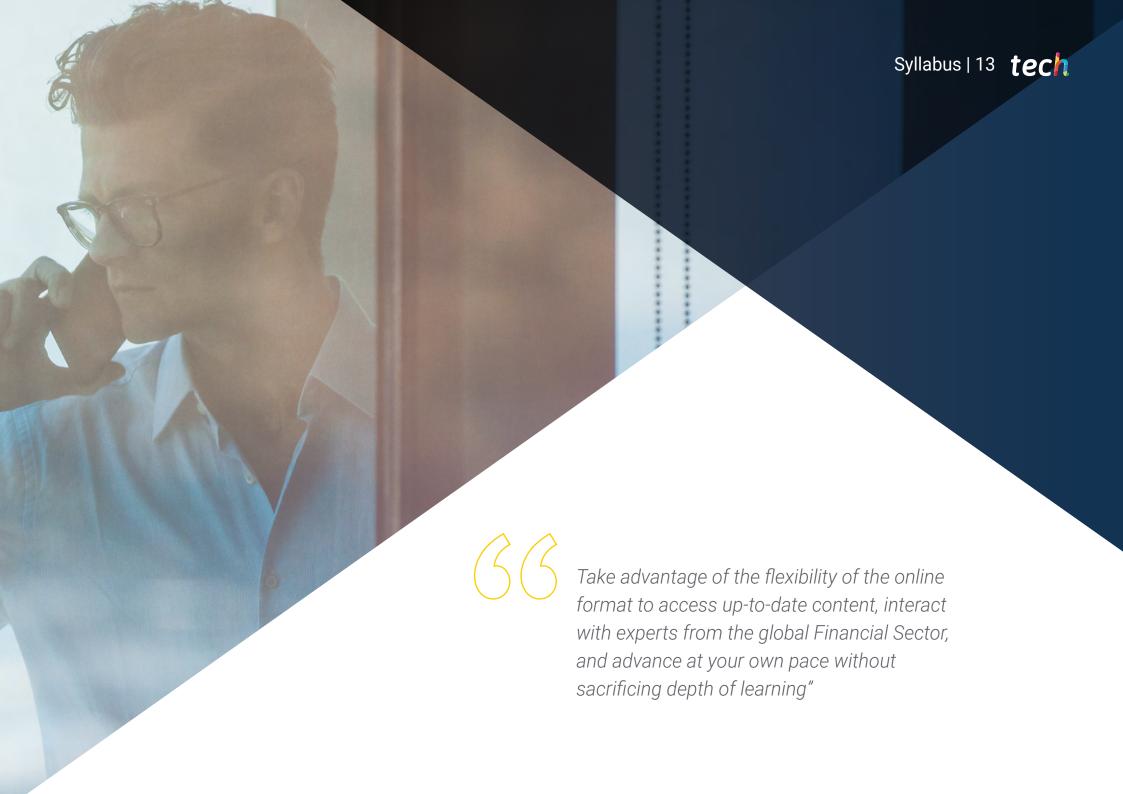
The American technology giant has awarded TECH the Google Premier Partner badge. This award, which is only available to 3% of the world's companies, highlights the efficient, flexible and tailored experience that this university provides to students. The recognition not only accredits the maximum rigor, performance and investment in TECH's digital infrastructures, but also places this university as one of the world's leading technology companies.

The top-rated university by its students

Students have positioned TECH as the world's top-rated university on the main review websites, with a highest rating of 4.9 out of 5, obtained from more than 1,000 reviews. These results consolidate TECH as the benchmark university institution at an international level, reflecting the excellence and positive impact of its educational model.



The financial sector is facing unprecedented transformation, driven by digitalization, automation, and growing demands for transparency. In this context, strategic communication management and mastery of specialized tools have become key factors for competitiveness. This syllabus offers a comprehensive approach, combining market analysis, regulation, and innovative strategies to optimize decision-making. In addition, its flexible, practice-oriented structure allows students to understand the global dynamics of the sector and anticipate challenges, thereby strengthening their professional prospects in a highly demanding environment.



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Module 1. Global Financial Environment

- 1.1. International Regulators and Their Global Impact
 - 1.1.1. Main Regulatory Bodies: IMF, World Bank, BIS
 - 1.1.2. International Cooperation Among Regulators
 - 1.1.3. Impact on Global Financial Policies
 - 1.1.4. Role of Central Banks in the Global System
- 1.2. Global Financial Stability
 - 1.2.1. Key Factors for Economic Stability
 - 1.2.2. Macroprudential vs. Microprudential Supervision
 - 1.2.3. Lessons Learned from Previous Financial Crises
 - 1.2.4. Tools for Preventing Systemic Risks
- 1.3. Emerging Markets: Risks and Opportunities
 - 1.3.1. Characteristics of Emerging Economies
 - 1.3.2. Growth and Vulnerability Factors
 - 1.3.3. Examples of Success in Emerging Markets
 - 1.3.4. Political, Social, and Economic Risks
- 1.4. Global Governance and Multilateral Policies
 - 1.4.1. Role of International Financial Alliances
 - 1.4.2. Coordination Among Regulatory Agencies
 - 1.4.3. Resolution of Regulatory Conflicts
 - 1.4.4. Impact of Multilateral Policies on Financial Stability
- 1.5. Regulatory Trends in Global Markets
 - 1.5.1. Post-crisis Regulatory Changes
 - 1.5.2. ESG Standards: Environmental, Social, and Governance
 - 1.5.3. Technological Regulation in Fintech
 - 1.5.4. Supervision of Cryptocurrencies and Digital Assets
- 1.6. Impact of Technologies on the Financial System
 - 1.6.1. Digitalization of Financial Services
 - 1.6.2. Artificial Intelligence applied to Finance
 - 1.6.3. Blockchain and its Role in Global Trade
 - 1.6.4. Cybersecurity Risks in a Globalized Environment



Syllabus | 15 tech

- 1.7. Financial Crises and their Global Impact
 - 1.7.1. Analysis of the Main Financial Crises of the 21st Century
 - 1.7.2. Global Repercussions on Developed and Emerging Markets
 - 1.7.3. International Responses and Recovery Policies
 - 1.7.4. Lessons to Avoid Future Crises
- 1.8. Global Risks in Financial Markets
 - 1.8.1. Geopolitical Risks and Their Impact on the Economy
 - 1.8.2. Climate Threats and Associated Financial Risks
 - 1.8.3. Technological and Cyber Vulnerabilities
 - 1.8.4. Impact of Global Trade on Financial Risks
- 1.9. Global Economic Growth Outlook
 - 1.9.1. Short- and Long-Term Economic Projections
 - 1.9.2. Global Investment Trends
 - 1.9.3. Innovation as an Engine of Financial Growth
 - 1.9.4. Outlook for Emerging Markets
- 1.10. Future Challenges in the Global Financial Environment
 - 1.10.1. Adaptation of Financial Institutions to Regulatory Changes
 - 1.10.2. Sustainable Development in Global Economies
 - 1.10.3. Innovation and Technology in the Financial Sector
 - 1.10.4. Political and Social Challenges in Global Governance

Module 2. Financial Risk Management

- 2.1. The Chief Risk Officer (CRO) in Financial Risk Management
 - 2.1.1. Responsibilities of the Chief Risk Officer (CRO)
 - 2.1.2. Importance of the CRO in Comprehensive Risk Management
 - 2.1.3. Relationship of the CRO with Other Departments of the Financial Institution
 - 2.1.4. Case Studies on the Effectiveness of the CRO in Risk Mitigation
- 2.2. Best Practices in Risk Management
 - 2.2.1. Identification and Risk Assessment
 - 2.2.2. Implementation of Risk Management Policies and Procedures
 - 2.2.3. Risk Monitoring and Reporting
 - 2.2.4. Adaptation of Best Practices to Different Regulatory Environments

- 2.3. Financial and Non-Financial Risks
 - 2.3.1. Differentiation between Financial and Non-Financial Risks
 - 2.3.2. Examples of Financial Risks: Credit, Market, Liquidity
 - 2.3.3. Examples of Non-Financial Risks: Operational, Reputational, Legal
 - 2.3.4. Strategies for Managing Both Types of Risks
- 2.4. Financial Risks (I). Credit Risk
 - 2.4.1. Assessing the Solvency of Borrowers
 - 2.4.2. Credit Rating Models
 - 2.4.3. Credit Risk Mitigation Techniques
 - 2.4.4. Impact of Credit Risk on Financial Stability
- 2.5. Financial Risks (II). Market Risk
 - 2.5.1. Factors Influencing Market Risk
 - 2.5.2. Tools for Measuring and Managing Market Risk
 - 2.5.3. Hedging and Diversification Strategies
 - 2.5.4. Analysis of Significant Market Risk Losses
- 2.6. Financial Risks (III). Liquidity Risk
 - 2.6.1. Types of Liquidity Risk
 - 2.6.2. Liquidity Risk Indicators and Metrics
 - 2.6.3. Strategies for Managing Liquidity in Stress Situations
 - 2.6.4. Liquidity Regulations and Requirements
- 2.7. Non-financial Risk. Operational Risk
 - 2.7.1. Identification of Sources of Operational Risk
 - 2.7.2. Methods for Assessing and Quantifying Operational Risk
 - 2.7.3. Strategies for Mitigating Operational Risk
 - 2.7.4. Importance of Organizational Culture in Operational Risk Management
- 2.8. Capital and Solvency. Impact on Financial Stability
 - 2.8.1. Regulatory and Economic Capital
 - 2.8.2. Capital Requirements under Basel III. Strategies for Maintaining Solvency in Times of Crisis
 - 2.8.3. Impact of Capital Management on Financial Stability

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- 2.9. Risk Appetite Frameworks in Business Strategy
 - 2.9.1. Establishing Risk Appetite
 - 2.9.2. Integrating Risk Appetite into Business Strategy
 - 2.9.3. Monitoring and Adjusting Risk Appetite
 - 2.9.4. Communication of Risk Appetite to Stakeholders
- 2.10. Quantitative and Qualitative Risk Management Tools in Financial Institutions
 - 2.10.1. Ouantitative Models for Risk Measurement
 - 2.10.2. Qualitative Techniques for Risk Assessment
 - 2.10.3. Use of Technology and Data Analysis in Risk Management
 - 2.10.4. Comparison of Quantitative and Qualitative Approaches to Decision-Making

Module 3. Innovation and Technology in Financial Services

- 3.1. Blockchain and its Application in Financial Services
 - 3.1.1. Fundamental Principles of Blockchain
 - 3.1.2. Use Cases in Banking and International Payments
 - 3.1.3. Impact on Transaction Security and Transparency
 - 3.1.4. Regulatory Challenges of Blockchain
- 3.2. Cryptocurrencies and Digital Assets in the Financial Sector
 - 3.2.1. Bitcoin and Other Relevant Cryptocurrencies
 - 3.2.2. Regulation of Cryptocurrencies in Global Markets
 - 3.2.3. Stablecoins and Their Use in Financial Services
 - 3.2.4. Decentralized Finance (DeFi): Opportunities and Risks
- 3.3. Artificial Intelligence in the Financial Sector
 - 3.3.1. Applications of AI in Banking
 - 3.3.2. Machine Learning for Predictive Analytics
 - 3.3.3. Ethical and Privacy Risks in the Use of Al
 - 3.3.4. Practical Examples of Success in Financial Al
- 3.4. Digitalization of Financial Services
 - 3.4.1. Digital Platforms and Their Impact on Banking
 - 3.4.2. Customer Experience in the Digital Age
 - 3.4.3. Security and Privacy in Digital Environments
 - 3.4.4. New Technology-Based Business Models

- 3.5. Neobanks and Their Growth
 - 3.5.1. Key Differences from Traditional Banking
 - 3.5.2. Neobank Business Models and Strategies
 - 3.5.3. Regulatory Challenges for Neobanks
 - 3.5.4. Success Stories in Global Neobanks
- 3.6. Big Data and Data Analysis in Financial Services
 - 3.6.1. Mass Data Collection and Use
 - 3.6.2. Tools for Real-Time Data Analysis
 - 3.6.3. Impact of Big Data on Decision Making
 - 3.6.4. Risks Related to Data Management
- 3.7. Cybersecurity in the Financial Sector
 - 3.7.1. Cybersecurity Threats in the Financial Sector
 - 3.7.2. Technologies to Mitigate Cyber Risks
 - 3.7.3. International Regulation in Financial Cybersecurity
 - 3.7.4. Strategies to Protect Customers and Entities
- 3.8. Automation and Robo-Advisors in the Financial Sector
 - 3.8.1. Robo-Advisors
 - 3.8.2. Benefits of Automation in Financial Advice
 - 3.8.3. Limitations and Risks of Robo-Advisors
 - 3.8.4. Successful Implementation Cases
- 3.9. Emerging Technologies and Their Impact on the Financial Sector
 - 3.9.1. Quantum Computing in Finance
 - 3.9.2. Augmented and Virtual Reality in the Financial Sector
 - 3.9.3. Use of IoT (Internet of Things) in Banking
 - 3.9.4. Opportunities for Innovation in Services
- 3.10. The Future of Technological Innovation in Finance
 - 3.10.1. Technological Trends in Financial Services
 - 3.10.2. Integration of Technologies in Emerging Markets
 - 3.10.3. Disruptive Innovations in the Industry
 - 3.10.4. Long-Term Challenges and Opportunities

Module 4. Communication Management in Financial Institutions

- 4.1. Communication in Financial Institutions: Identification of the Communication needs of Different Financial Institutions
 - 4.1.1. Brand Perception and Valuation
 - 4.1.2. Innovation and Sustainability
 - 4.1.3. What Stakeholders Expect
 - 4.1.4. Consistency in Brand Values and Identity
- 4.2. Communication and Customer Service in Financial Institutions
 - 4.2.1 Financial Education
 - 4.2.2. Communication Codes and Forms
 - 423 Promotion and Sales
- 4.3. Communication in Crisis Management in Financial Institutions
 - 4.3.1. Reputational Crises
 - 4.3.2. Regulatory Crises
 - 4.3.3. Liquidity Crises
 - 4.3.4. Public Crises: Global Economic, Governmental, Technological or Environmental
 - 4.4.4. Changes, Mergers, Takeovers, and Other Operations Requiring Urgent and Specific Communication
- 4.4. Building the Financial Institution's Image and Reputation
 - 4.4.1. Preparing Information and Best Practices to Communicate About the Institution
 - 4.4.2. Publication of both Financial and Non-Financial Reports that Demonstrate the Entity's Commitment to Society
 - 4.4.3. Establish Channels that Ensure Transparency Through Secure and Accessible Digital Tools
 - 4.4.4. Implementation of Sustainability and Social Commitment Policies that Connect Emotionally with Customers
- 4.5. Internal Communication in Financial Institutions
 - 4.5.1. Strategies to Promote Internal Cohesion and Commitment
 - 4.5.2. Effective Internal Communication Channels
 - 4.5.3. Communication Management in Multidisciplinary Teams
 - 4.5.4. Adaptation to Change and Organizational Transformation

- I.6. Regulation and Regulatory Compliance in Financial Communication
 - 4.6.1. Communication in Line with International and Local Regulations
 - 4.6.2. Transparency in Financial Communication
 - 4.6.3. Money Laundering and Fraud Prevention Policies
 - 4.6.4. Communication on Ethical and Sustainability Compliance
- 4.7. Digital Strategies in Financial Communication
 - 4.7.1. Use of Social Media and Digital Channels to Enhance Reputation
 - 4.7.2. Personalized Communication Using Artificial Intelligence
 - 4.7.3. Data Analysis to Optimize Communication Strategies
 - 4.7.4. Cybersecurity Management in Digital Communication
- 4.8. Communication During Times of High Market Volatility
 - 4.8.1. Rapid Response to Adverse Economic Events
 - 4.8.2. Communication on Changes in Economic or Monetary Policies
 - 4.8.3. Media Relations During Times of Uncertainty
 - 4.8.4. Communication to Strengthen Customer Trust
- 4.9. Innovation in Corporate Communication
 - 4.9.1. Incorporating New Technologies into Communication Strategies
 - 4.9.2. Immersive Experiences for Financial Communication
 - 4.9.3. Brand Narrative Based on Sustainability and Social Impact Data
 - 4.9.4. Using Blockchain for Transparency in Corporate Communication
- 4.10. Customer-Oriented Communication of the Future
 - 4.10.1. Identifying New Digital Customer Expectations
 - 4.10.2. Inclusive and Multicultural Communication
 - 4.10.3. Real-Time Message Personalization
 - 4.10.4. Relationship Management in an Automated Financial Environment



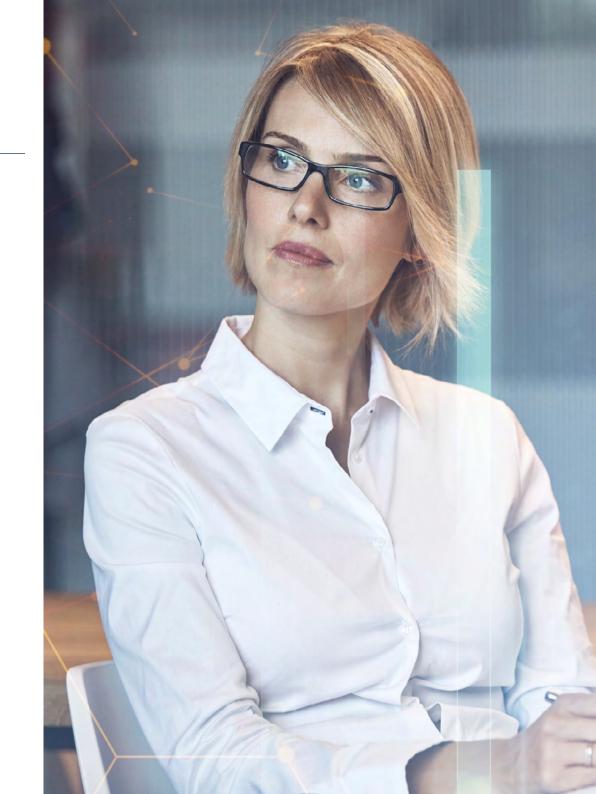


tech 20 | Teaching Objectives



General Objectives

- Understand the key principles of financial management and the structure of global markets in order to make informed decisions
- Develop strategic skills to address complex and highly uncertain situations in the financial field
- Acquire leadership skills to manage and coordinate multidisciplinary teams in the financial sector
- Analyze emerging trends, such as digitalization and new regulations, that are transforming the financial industry
- Develop the ability to identify, assess, and mitigate financial risks in diverse market environments
- Implement innovative technological solutions that optimize financial management and improve organizational competitiveness
- Promote an ethical and responsible approach to financial management, incorporating sustainability into business decisions
- Effectively manage investments in international markets, considering economic, political, and social factors
- Apply advanced analytical tools to make strategic decisions based on objective financial data
- Prepare to take on leadership roles in the financial sector with an ethical and responsible approach to sustainable growth





Specific Objectives

Module 1. Global Financial Environment

- Analyze the main macroeconomic trends affecting global financial markets
- Study the impact of international economic policies on financial institutions
- Assess the interconnection of financial markets and their influence on global economic stability
- Understand the dynamics of emerging economies and their integration into international markets

Module 2. Financial Risk Management

- Identify the types of financial risks that affect financial institutions, such as credit, market, and liquidity risks
- Develop strategies to mitigate and manage risks in a globalized and volatile environment
- Implement risk assessment and modeling tools for proactive management
- Analyze emerging risks and their impact on the financial and operational decisions of entities

Module 3. Innovation and Technology in Financial Services

- Explore the impact of fintech on the transformation of traditional financial services
- Study the use of artificial intelligence, blockchain, and big data in improving financial processes
- Develop skills in integrating new technologies into financial institutions
- Assess the challenges and opportunities of technological innovation in the financial industry

Module 4. Communication Management in Financial Institutions

- Design effective communication strategies within financial institutions
- Analyze the importance of communication in managing the reputation of financial institutions
- Develop skills to manage communication crises and maintain customer trust
- Assess the impact of external and internal communication on the public perception of financial institutions





tech 24 | Career Opportunities

Graduate Profile

Graduates of this program are distinguished by their ability to communicate financial information clearly, strategically, and persuasively. They master advanced techniques in Corporate Communication, crisis management, and media relations, adapting to the challenges of the sector. In addition, they develop analytical skills to interpret financial data and transform it into effective messages for different audiences. Their training in comprehensive management enables them to make informed decisions, lead teams, and design strategies that reinforce the reputation of organizations in a competitive environment. With a global vision and innovative approach, they are prepared to face the challenges of Financial Communication.

They develop strategic skills to lead Communication in Financial Institutions, ensuring trust and alignment with business objectives.

- Critical and Analytical Thinking: Ability to assess financial and market information with a strategic approach, identifying opportunities and risks
- Effective Communication Skills: Proficiency in verbal and written language to convey financial messages clearly and persuasively to different audiences
- Time Management and Organization: Development of methodologies to prioritize tasks and optimize processes in dynamic and demanding environments
- Adaptability and Problem Solving: Ability to respond quickly to changes in the financial sector, managing crises and proposing innovative solutions





Career Opportunities | 25 tech

After completing the Postgraduate Diploma, you will be able to apply your knowledge and skills in the following positions:

- 1. Financial Communications Specialist: Responsible for designing communications strategies to convey key information about markets, investments, and economic trends to different audiences.
- **2. Investor Relations Analyst:** Responsible for managing communications between companies, shareholders, and investors, ensuring transparency and credibility in financial information
- **3. Corporate Communications Consultant:** Advises companies in the financial sector on building their image, reputation, and Internal and External Communication strategies.
- 4. Financial Marketing Manager: Designs and implements marketing campaigns aimed at positioning financial products and services in competitive markets.
- **5. Crisis Communication Specialist:** Develops strategies to manage reputational risk situations and minimize the impact of crises in the Financial Sector.
- **6. Head of Banking and Insurance Communications:** Oversees the communications strategy of banking and insurance institutions, ensuring that messages are consistent with corporate identity.
- 7. Financial Branding Strategist: Designs and manages the brand identity of financial companies, strengthening their positioning and differentiation in the market.
- **8. Director of Public Relations in the Financial Sector:** Coordinates interaction with the media, regulatory bodies, and stakeholders to strengthen the company's image and credibility.



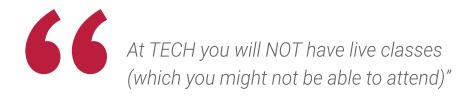


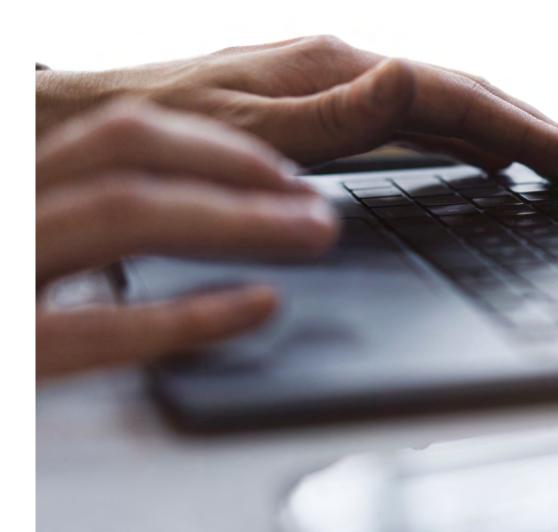
The student: the priority of all TECH programs

In TECH's study methodology, the student is the main protagonist.

The teaching tools of each program have been selected taking into account the demands of time, availability and academic rigor that, today, not only students demand but also the most competitive positions in the market.

With TECH's asynchronous educational model, it is students who choose the time they dedicate to study, how they decide to establish their routines, and all this from the comfort of the electronic device of their choice. The student will not have to participate in live classes, which in many cases they will not be able to attend. The learning activities will be done when it is convenient for them. They can always decide when and from where they want to study.









The most comprehensive study plans at the international level

TECH is distinguished by offering the most complete academic itineraries on the university scene. This comprehensiveness is achieved through the creation of syllabi that not only cover the essential knowledge, but also the most recent innovations in each area.

By being constantly up to date, these programs allow students to keep up with market changes and acquire the skills most valued by employers. In this way, those who complete their studies at TECH receive a comprehensive education that provides them with a notable competitive advantage to further their careers.

And what's more, they will be able to do so from any device, pc, tablet or smartphone.



TECH's model is asynchronous, so it allows you to study with your pc, tablet or your smartphone wherever you want, whenever you want and for as long as you want"

tech 30 | Study Methodology

Case Studies and Case Method

The case method has been the learning system most used by the world's best business schools. Developed in 1912 so that law students would not only learn the law based on theoretical content, its function was also to present them with real complex situations. In this way, they could make informed decisions and value judgments about how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

With this teaching model, it is students themselves who build their professional competence through strategies such as Learning by Doing or Design Thinking, used by other renowned institutions such as Yale or Stanford.

This action-oriented method will be applied throughout the entire academic itinerary that the student undertakes with TECH. Students will be confronted with multiple real-life situations and will have to integrate knowledge, research, discuss and defend their ideas and decisions. All this with the premise of answering the question of how they would act when facing specific events of complexity in their daily work.



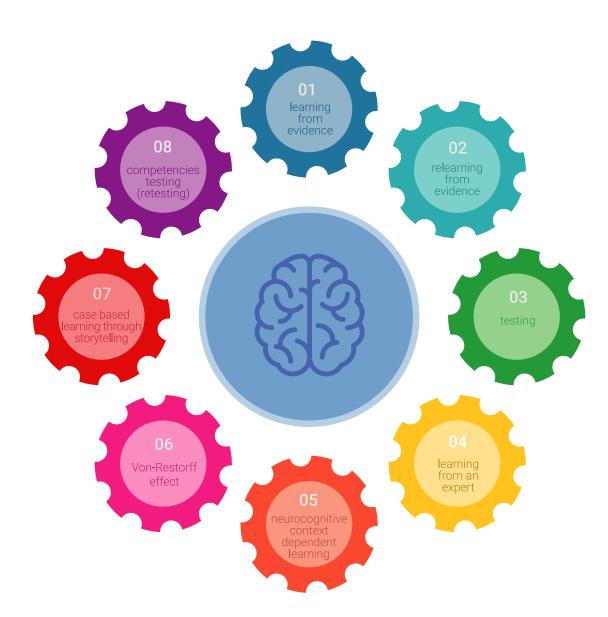
Relearning Methodology

At TECH, case studies are enhanced with the best 100% online teaching method: Relearning.

This method breaks with traditional teaching techniques to put the student at the center of the equation, providing the best content in different formats. In this way, it manages to review and reiterate the key concepts of each subject and learn to apply them in a real context.

In the same line, and according to multiple scientific researches, reiteration is the best way to learn. For this reason, TECH offers between 8 and 16 repetitions of each key concept within the same lesson, presented in a different way, with the objective of ensuring that the knowledge is completely consolidated during the study process.

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.



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A 100% online Virtual Campus with the best teaching resources

In order to apply its methodology effectively, TECH focuses on providing graduates with teaching materials in different formats: texts, interactive videos, illustrations and knowledge maps, among others. All of them are designed by qualified teachers who focus their work on combining real cases with the resolution of complex situations through simulation, the study of contexts applied to each professional career and learning based on repetition, through audios, presentations, animations, images, etc.

The latest scientific evidence in the field of Neuroscience points to the importance of taking into account the place and context where the content is accessed before starting a new learning process. Being able to adjust these variables in a personalized way helps people to remember and store knowledge in the hippocampus to retain it in the long term. This is a model called Neurocognitive context-dependent e-learning that is consciously applied in this university qualification.

In order to facilitate tutor-student contact as much as possible, you will have a wide range of communication possibilities, both in real time and delayed (internal messaging, telephone answering service, email contact with the technical secretary, chat and videoconferences).

Likewise, this very complete Virtual Campus will allow TECH students to organize their study schedules according to their personal availability or work obligations. In this way, they will have global control of the academic content and teaching tools, based on their fast-paced professional update.



The online study mode of this program will allow you to organize your time and learning pace, adapting it to your schedule"

The effectiveness of the method is justified by four fundamental achievements:

- 1. Students who follow this method not only achieve the assimilation of concepts, but also a development of their mental capacity, through exercises that assess real situations and the application of knowledge.
- 2. Learning is solidly translated into practical skills that allow the student to better integrate into the real world.
- 3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
- 4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.

The university methodology top-rated by its students

The results of this innovative teaching model can be seen in the overall satisfaction levels of TECH graduates.

The students' assessment of the teaching quality, the quality of the materials, the structure of the program and its objectives is excellent. Not surprisingly, the institution became the top-rated university by its students according to the global score index, obtaining a 4.9 out of 5.

Access the study contents from any device with an Internet connection (computer, tablet, smartphone) thanks to the fact that TECH is at the forefront of technology and teaching.

You will be able to learn with the advantages that come with having access to simulated learning environments and the learning by observation approach, that is, Learning from an expert.



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As such, the best educational materials, thoroughly prepared, will be available in this program:



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.

This content is then adapted in an audiovisual format that will create our way of working online, with the latest techniques that allow us to offer you high quality in all of the material that we provide you with.



Practicing Skills and Abilities

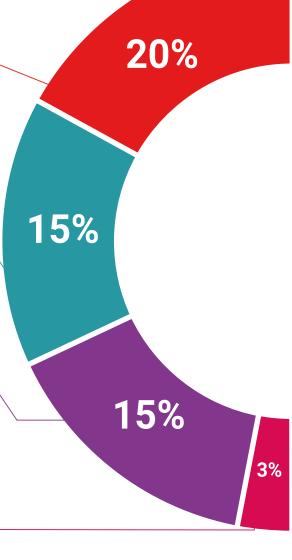
You will carry out activities to develop specific competencies and skills in each thematic field. Exercises and activities to acquire and develop the skills and abilities that a specialist needs to develop within the framework of the globalization we live in.



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We present the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

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We periodically assess and re-assess your knowledge throughout the program. We do this on 3 of the 4 levels of Miller's Pyramid.

Classes



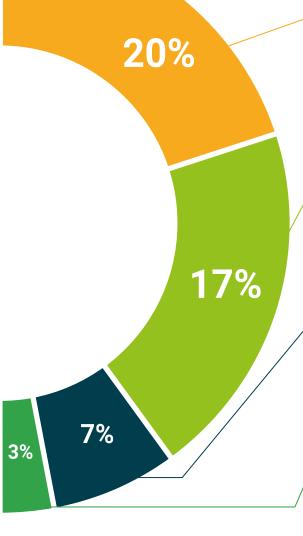
There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an expert strengthens knowledge and memory, and generates confidence for future difficult decisions.

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TECH offers the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical and effective way to help students progress in their learning.







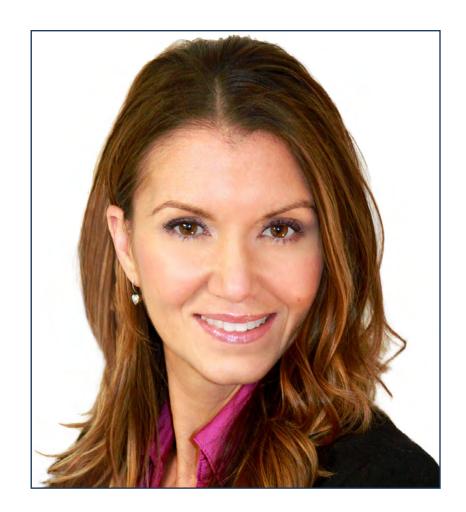


With over 20 years of experience in designing and leading global talent acquisition teams, Jennifer Dove is an expert in technology recruitment and strategy. Throughout her career, she has held senior positions in several technology organizations within *Fortune 50* companies such as NBCUniversal and Comcast. Her track record has allowed her to excel in competitive, high-growth environments.

As Vice President of Talent Acquisition at Mastercardshe is responsible for overseeing talent onboarding strategy and execution, collaborating with business leaders and HR Managers to meet operational and strategic hiring objectives. In particular, she aims to build diverse, inclusive and high-performing teams that drive innovation and growth of the company's products and services. In addition, she is adept at using tools to attract and retain the best people from around the world. She is also responsible for amplifying Mastercard's employer brand and value proposition through publications, events and social media.

Jennifer Dove has demonstrated her commitment to continuous professional development by actively participating in networks of **Human Resources** professionals and contributing to the onboarding of numerous employees at different companies. After earning her bachelor's degree in **Organizational Communication** from the University of Miami, she has held management positions in recruitment for companies in various areas.

On the other hand, it has been recognized for its ability to lead organizational transformations, integrate technologies into recruitment processes and develop leadership programs that prepare institutions for future challenges. She has also successfully implemented wellness programs that have significantly increased employee satisfaction and retention.



Ms. Dove, Jennifer

- Vice President of Talent Acquisition at Mastercard, New York, United States
- Director of Talent Acquisition at NBCUniversal Media, New York, USA
- Head of Recruitment at Comcast
- Director of Recruiting at Rite Hire Advisory, New York, USA
- Executive Vice President of the Sales Division at Ardor NY Real Estate
- Director of Recruitment at Valerie August & Associates
- Account Executive at BNC
- Account Executive at Vault
- Degree in Organizational Communication from the University of Miami



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A technology leader with decades of experience in major technology multinationals, Rick Gauthier has developed prominently in the field of clouds services and end-to-end process improvement. He has been recognized as a leader and manager of highly efficient teams, showing a natural talent for ensuring a high level of engagement among his employees.

He possesses innate gifts in strategy and executive innovation, developing new ideas and backing his success with quality data. His background at **Amazon** has allowed him to manage and integrate the company's IT services in the United States. At **Microsoft** he led a team of 104 people, responsible for providing corporate-wide IT infrastructure and supporting product engineering departments across the company.

This experience has allowed him to stand out as a high-impact manager with remarkable abilities to increase efficiency, productivity and overall customer satisfaction.



Mr. Gauthier, Rick

- Regional IT Director at Amazon, Seattle, United States
- Senior Program Manager at Amazon
- Vice President of Wimmer Solutions
- Senior Director of Productive Engineering Services at Microsoft
- Degree in Cybersecurity from Western Governors University
- Technical Certificate in Commercial Diving from Divers Institute of Technology
- Degree in Environmental Studies from The Evergreen State College



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Romi Arman is a renowned international expert with more than two decades of experience in **Digital Transformation**, **Marketing**, **Strategy** and **Consulting**. Through that extended trajectory, he has taken different risks and is a permanent **advocate** for **innovation** and **change** in the business environment. With that expertise, he has collaborated with CEOs and corporate organizations from all over the world, pushing them to move away from traditional business models. In this way, he has helped companies such as Shell Energy become **true market leaders**, focused on their **customers** and the **digital world**.

The strategies designed by Arman have a latent impact, as they have enabled several corporations to improve the experiences of consumers, staff and shareholders alike. The success of this expert is quantifiable through tangible metrics such as CSAT, employee engagement in the institutions where he has practiced and the growth of the EBITDA financial indicator in each of them.

Also, in his professional career, he has nurtured and **led high-performance teams** that have even received awards for their **transformational potential**. With Shell, specifically, the executive has always set out to overcome three challenges: meeting **customers**' complex **decarbonization** demands **supporting** a "**cost-effective decarbonization**" and **overhauling** a fragmented **data**, **digital and technology** landscape. Therefore, his efforts have shown that in order to achieve sustainable success, it is essential to start from the needs of consumers and lay the foundations for the transformation of processes, data, technology and culture.

In addition, the executive stands out for his mastery of the business applications of Artificial Intelligence, a subject in which he holds a postgraduate degree from the London Business School. At the same time, he has accumulated experience in IoT and Salesforce.



Mr. Arman, Romi

- Digital Transformation Director (CDO) at Shell Energy Corporation, London, UK
- Global Director of E-Commerce and Customer Service at Shell Energy Corporation
- National Key Account Manager (OEM and automotive retailers) for Shell in Kuala Lumpur, Malaysia
- Senior Management Consultant (Financial Services Sector) for Accenture based in Singapore
- Bachelor's Degree from the University of Leeds
- Postgraduate Degree in Business Applications of Al for Senior Executives from the London Business School
- CCXP Customer Experience Professional Certification
- Executive Digital Transformation Course by IMD



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Manuel Arens is an experienced data management professional and leader of a highly qualified team. In fact, Arens holds the position of global purchasing manager in Google's Technical Infrastructure and Data Center division, where he has spent most of his professional career. Based in Mountain View, California, he has provided solutions for the tech giant's operational challenges, such as master data integrity, vendor data updates and vendor prioritization. He has led data center supply chain planning and vendor risk assessment, generating improvements in vendor risk assessment, resulting in process improvements and workflow management that have resulted in significant cost savings.

With more than a decade of work providing digital solutions and leadership for companies in diverse industries, he has extensive experience in all aspects of strategic solution delivery, including marketing, media analytics, measurement and attribution. In fact, he has received a number of accolades for his work, including the BIM Leadership Award, the Search Leadership Award, the Lead Generation Export Program Award and the Export Lead Generation Program Award and the EMEA Best Sales Model Award.

Arens also served as **Sales Manager** in Dublin, Ireland. In this role, he built a team of 4 to 14 members over three years and led the sales team to achieve results and collaborate well with each other and cross-functional teams. He also served as **Senior Industry Analyst**, in Hamburg, Germany, creating storylines for over 150 clients using internal and third party tools to support analysis. He developed and wrote in-depth reports to demonstrate his mastery of the subject matter, including understanding the **macroeconomic and political/regulatory factors** affecting technology adoption and diffusion.

He has also led teams at companies such as Eaton, Airbus and Siemens, where he gained valuable account management and supply chain experience. He is particularly noted for continually exceeding expectations by building valuable customer relationships and working seamlessly with people at all levels of an organization, including stakeholders, management, team members and customers. His data-driven approach and ability to develop innovative and scalable solutions to industry challenges have made him a prominent leader in his field.



Mr. Arens, Manuel

- Global Procurement Manager at Google, Mountain View, USA
- Senior Manager, B2B Analytics and Technology, Google, USA
- Sales Director at Google, Ireland
- · Senior Industry Analyst at Google, Germany
- Accounts Manager at Google, Ireland
- Accounts Payable at Eaton, UK
- Supply Chain Manager at Airbus, Germany



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Andrea La Sala is an experienced Marketing executive whose projects have had a significant impact on the Fashion environment. Throughout his successful career he has developed different tasks related to Product, Merchandising and Communication. All of this linked to prestigious brands such as Giorgio Armani, Dolce&Gabbana, Calvin Klein, among others.

The results of this high-profile international executive have been linked to his proven ability to synthesize information in clear frameworks and execute concrete actions aligned to specific business objectives. In addition, he is recognized for his proactivity and adaptability to fast-paced work rhythms. To all this, this expert adds a strong commercial awareness,, market vision and a genuine passion for products.

As Global Brand and Merchandising Director at Giorgio Armani, he has overseen a variety of Marketing strategies for apparel and accessories. His tactics have also focused on the retail environment and consumer needs and behavior. In this role, La Sala has also been responsible for shaping the commercialization of products in different markets, acting as team leader in the Design, Communication and Sales departments..

Furthermore, in companies such as Calvin Klein or Gruppo Coin, he has undertaken projects to boost the structure, and development of different collections. In turn, he has been in charge of creating effective calendars for buying and selling campaigns. He has also been in charge of the terms, costs, processes and delivery times of different operations.

These experiences have made Andrea La Sala one of the main and most qualified **corporate leaders** in **Fashion** and **Luxury**. A high managerial capacity with which he has managed to effectively **implement the positive positioning** of **different brands** and redefine their key performance indicators (KPIs).



Mr. La Sala, Andrea

- Global Brand & Merchandising Director of Armani Exchange at Giorgio Armani, Milan, Italy
- Merchandising Director at Calvin Klein
- Brand Manager at Gruppo Coin
- Brand Manager at Dolce&Gabbana
- Brand Manager at Sergio Tacchini S.p.A.
- Market Analyst at Fastweb
- Degree in Business and Economics from the University of Eastern Piedmont



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Mick Gram is synonymous with innovation and excellence in the field of **Business Intelligence** internationally. His successful career is linked to leadership positions in multinationals such as **Walmart** and **Red Bull**. Likewise, this expert stands out for his vision to **identify emerging technologies** that, in the long term, achieve an everlasting impact in the corporate environment.

On the other hand, the executive is considered a **pioneer** in the **use of data visualization techniques** that simplified complex sets, making them accessible and facilitating decision making. This ability became the pillar of his professional profile, transforming him into a desired asset for many organizations that bet on **gathering information** and **generating concrete actions** from them.

One of his most outstanding projects in recent years has been the Walmart Data Café platform, the largest of its kind in the world that is anchored in the cloud aimed at *Big Data* analysis. In addition, he has held the position of Director of Business Intelligence at Red Bull, covering areas such as Sales, Distribution, Marketing and Supply Chain Operations. His team was recently recognized for its constant innovation regarding the use of Walmart Luminate's new API for Shopper and Channel insights.

As for his training, the executive has several Masters and postgraduate studies at prestigious centers such as the **University of Berkeley**,in the United States, and the **University of Copenhagen**, in Denmark. Through this continuous updating, the expert has attained cutting-edge skill. Because of this, he has come to be considered a **born leader** of the **new global economy**, centered on the drive for data and its infinite possibilities.



Mr. Gram, Mick

- Director of Business Intelligence and Analytics at Red Bull, Los Angeles, United States
- Business Intelligence Solutions Architect for Walmart Data Café
- Independent Business Intelligence and Data Science Consultant
- Director of Business Intelligence at Capgemini
- Chief Analyst at Nordea
- Senior Business Intelligence Consultant at SAS
- Executive Education in AI and Machine Learning at UC Berkeley College of Engineering
- Executive MBA in e-Commerce at the University of Copenhagen
- Bachelor's and Master's Degree in Mathematics and Statistics at the University of Copenhagen



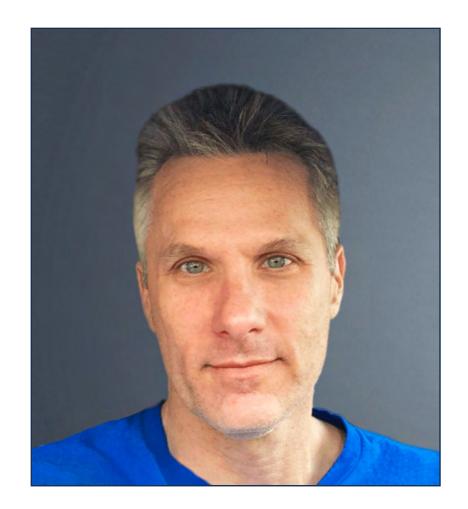
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Scott Stevenson is a distinguished expert in the **Digital Marketing** sector who, for more than 19 years, has been linked to one of the most powerful companies in the entertainment industry, **Warner Bros. Discovery**. In this role, he has played a fundamental role in **overseeing logistics** and **creative workflows** across various digital platforms, including social media, search, display and linear media.

This executive's leadership has been crucial in driving in **production strategies** in **paid media**, resulting in a **marked improvement** which has resulted in **company's conversion** rates. At the same time, he has assumed other roles, such as Director of Marketing Services and Traffic Manager at the same multinational during his former management.

Stevenson has also been involved in the global distribution of video games and digital property campaigns. He was also responsible for introducing operational strategies related to the formation, completion and delivery of sound and image content for television commercials and trailers.

In addition, he holds a Bachelor's degree in Telecommunications from the University of Florida and a Master's Degree in Creative Writing from the University of California, which demonstrates his proficiency in **communication** and **storytelling**. In addition, he has participated at Harvard University's School of Professional Development in cutting-edge programs on the use of **Artificial Intelligence** in **business**. Therefore, his professional profile stands as one of the most relevant in the current field of **Marketing** and **Digital Media**.



Mr. Stevenson, Scott

- Director of Digital Marketing at Warner Bros. Discovery, Burbank, United States
- Traffic Manager at Warner Bros. Entertainment
- Master's Degree in Creative Writing from the University of California
- Bachelor's Degree in Telecommunications from the University of Florida



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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

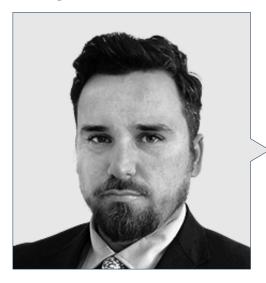
- Director of Strategic Communications and Corporate Reputation at Coca-Cola, South Africa
- Head of Corporate Reputation and Communications at ABI at SABMiller de Lovania, Belgium
- Communications Consultant at ABI, Belgium
- Reputation and Communications Consultant at Third Door in Gauteng, South Africa
- 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



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tech 54 | Teaching Staff

Management



Mr. Alegre Zalve, Joaquín

- Partner in charge of Banking & Finance at Crowe Legal y Tributario
- Director of Banking & Finance at Andersen
- Senior Manager of Banking and Financial Regulation at PwC
- Lawyer at Cuatrecasas
- Legal Specialist at Credit Suisse
- Master's Degree in Business Valuation and Accounting from Pompeu Fabra University
- Law Degree from the University of Valencia

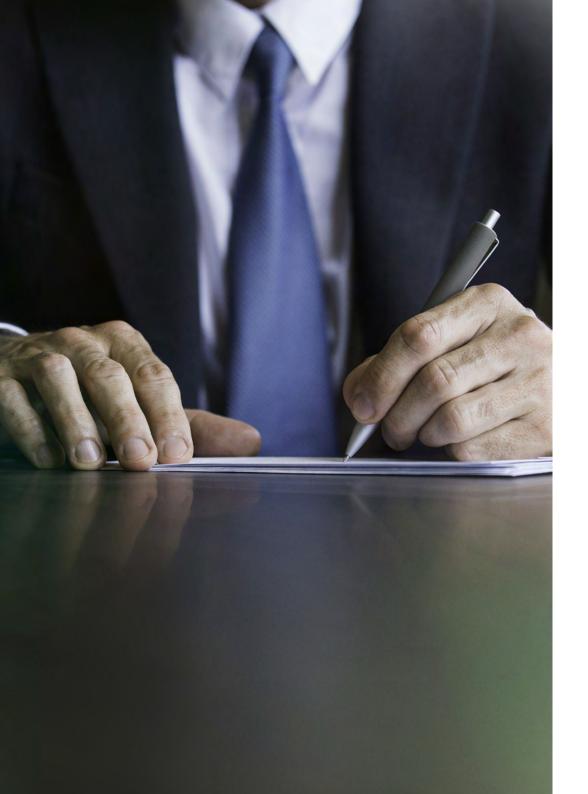
Professors

Mr. Giménez, Víctor Martín

- Partner in charge of the Banking and Consulting Sector at Crowe
- Global Partner, Financial Services Risk and Regulation Management
- Master's Degree in Financial Markets from San Pablo University
- Bachelor's Degree in Business Administration and Management from the Center for University Studies
- Expert in financial asset valuation
- Expert in debt collection management
- Expert in capital raising and business leverage

Ms. Martínez Pereda, Alicia

- Director of Marketing, Communication, and Business Development at Crowe Spain
- Responsible for brand development and the promotion of services and professionals in Spain in the areas of Consulting, Auditing, Financial Advisory, Tax, and Legal
- Law Degree from the Complutense University of Madrid
- MBA with a specialization in Marketing from the National University of Distance Education
- Expert in digital marketing from the National University of Distance Education
- Expert in Coaching





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Dr. Pedro Navarro IIIana

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