

## Institutional Information

Academic Year: ( 2023 / 2024 )

Review date: 16-07-2023

Department assigned to the subject: Communication and Media Studies Department

Coordinating teacher: MOLINA CAÑABATE, JUAN PEDRO

Type: Compulsory ECTS Credits : 6.0

Year : 4 Semester : 1

## REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)

Institutional Information (Corporate Communication) is a course of the last year of the Degree. It has a special humanistic and multidisciplinary character (Journalism, Advertising, Sociology, Anthropology, History, Economy, Literature, Art). Therefore it is advisable to have passed all the subjects of the previous courses.

## OBJECTIVES

Students will acquire theoretical and practical knowledge that will allow them to work in the corporate communication department of an institution or in an external communication agency. The final objective is to prepare a crisis plan and a strategic communication plan which transmits the intangibles of an institution and helps to communicate its reputation to stakeholders. Students will know how to create a manual of corporate visual identity, how to prepare a press release and how to call the media and prepare interviews. They can train spokesmen/spokeswomen. They will also know how to communicate in the transmedia environment and to use digital marketing techniques.

## DESCRIPTION OF CONTENTS: PROGRAMME

## 1. Introduction

What is Corporate Communication? Differences with Advertising and Marketing. Origins and historical development. The current distrust in institutions and the importance of active citizens. Basic conceptual map: self-image, intentional image and perceived image; visibility, notoriety and influence. Image vs. reputation. Communication models in the network society. The Cluetrain Manifesto in Corporate Communication.

## 2.- Relationship with media

How is the corporate communication department of an institution? How are the external communication agencies? The communication director, the press chief and the external consultant. The relationship with media. Calls and press conferences, press releases, interviews, publicity. The press room. Different digital platforms for different messages and audiences. The training of spokespersons and the personal brand of executives.

## 3.- Internal Communication

Origins. Objectives and signs of identity: sense of membership, storage and updating of knowledge, location and maintenance of talent, dissipation of rumors. Intranets, wikis, internal blogs, microblogging and apps.

## 4.- The corporate visual identity

How to transmit intangibles through a graphic system. Names, logos, isotypes, imagotypes, isologos, emblems. Main and secondary identifiers. Quality parameters. Typography. The CVI manual

## 5.- Corporate Social Responsibility

How do institutions acquire commitments of ethical behavior? Sponsorship and patronage.

## 6.- Political communication

Models of political communication in the network-society. Political speech vs. conversation with citizens. Leadership communication.

## 7.- Crisis communication

What is a crisis? What is a crisis cabinet and how it works? Members, roles and responsibilities. The Crisis Management Plan (CMP).

8.- The strategic communication plan  
Audits and plan models. To create a community, to generate expectations, to satisfy them.

9.- Transmedia and storytelling  
New narratives based on classic models.

10.- Influence of digital marketing in corporate communication  
Tools for measurement. SEO and ROI. New roles and competences

#### LEARNING ACTIVITIES AND METHODOLOGY

The course is based in the combination of theoretical approaches (3 ECTS) and case studies (3 ECTS). Students will work individually and collectively (groups of a maximum of three members). Lecturers can organize meetings class with corporate communication professionals. Tutorships may be individuals or in groups.

#### ASSESSMENT SYSTEM

The theoretical exam represents 50% of the final grade. The exercises represent the remaining 50%.

To pass the course it is necessary to pass both the theoretical part and the practical part.

Minimum grade to pass the course: 5

<b>% end-of-term-examination:</b>	50
<b>% of continuous assessment (assignments, laboratory, practicals...):</b>	50

#### BASIC BIBLIOGRAPHY

- ACED, C.; AROCAS, M.; MIQUEL, S. Manual de Comunicación Interna , Dircom, 2021
- CAPRIOTTI, P.: DircomMap. Dirección estratégica de comunicación, Bidireccional , 2021
- CORNELISSEN, J. Corporate Communication: A guide to theory and practice, Sage Publications LTD, 2021
- Gª SANTAMARÍA, J. V. Las nuevas fronteras de la comunicación corporativa, UOC, 2019
- MOLINA CAÑABATE, J. P.: Comunicación corporativa. Guía de supervivencia, Amazon, 2021
- WHEELER, A. Diseño de marcas, Espacio de diseño, 2018

#### ADDITIONAL BIBLIOGRAPHY

- ACED, C. Nuevas narrativas digitales, Amazon, 2020
- GUTIÉRREZ RUBÍ, Antonio La política vigilada. La comunicación política en la era de Wikileaks, UOC, 2012
- MORAN ROMÁN , Yolanda La estrategia de comunicación de las startups en España, UOC, 2016
- TIMOTEO ALVAREZ, Jesús Manejo de la comunicación organizacional, Díaz de Santos, 2013

#### BASIC ELECTRONIC RESOURCES

- ADC. Asociación de Consultoras de Comunicación . ADC. Asociación de Consultoras de Comunicación:  
<https://www.asociacionadc.org/>
- Dircom. Asociación de Directivos de Comunicación . Dircom. Asociación de Directivos de Comunicación:  
<https://www.dircom.org/>