# uc3m Universidad Carlos III de Madrid

# Brand and on line reputation management

Academic Year: ( 2023 / 2024 ) Review date: 11-05-2023

Department assigned to the subject: Business Administration Department

Coordinating teacher: DE VRIES , ELINE LOUISE ELISABETH

Type: Electives ECTS Credits: 6.0

Year: 4 Semester:

## **DESCRIPTION OF CONTENTS: PROGRAMME**

- 1. eBrand concept, typologies
- 2. Functions of brands
- 3. Functional Attributes and Emotional Attributes
- 4. Brand Personality
- 5. Brand Identity
- 6. Monitoring of perceptions and associations
- 7. Crisis Management of Brands online

#### ASSESSMENT SYSTEM

SE1. FINAL EXAM. In which the knowledge and the skills a acquired throughout the course will be the global grading. Minimum required grade on the final exam to pass the course: 4.0

SE2. CONTINUOUS ASSESSMENT. In it, the works, presentations, performance in debates, class presentations, exercises, practices and homework throughout the course will be evaluated

% end-of-term-examination: 40

% of continuous assessment (assigments, laboratory, practicals...): 60

# **BASIC BIBLIOGRAPHY**

- Dawn McGruer Dynamic Digital Marketing: Master the World of Online and Social Media Marketing to Grow Your Business, Wiley, 2019

### ADDITIONAL BIBLIOGRAPHY

- Neil T. Bendle, Paul W. Farris, Phillip E. Pfeifer, and David J. Reibstein. Marketing Metrics. PH Professional Business, PH Professional Business, 2010