



## TECHNICAL SHEET OF THE SUBJECT

Data of the subject	
Subject name	Social Media Marketing
Subject code	E000011609
Main program	<a href="#">Official Master's Degree in Business Administration - MBA</a>
Involved programs	Máster Universitario en Administración de Empresas (MBA) [First year]
Level	Postgrado Oficial Master
Quarter	Semestral
Credits	3,0 ECTS
Type	Optativa
Department	Departamento de Marketing
Coordinator	Antonio Tena Blázquez
Schedule	3 hours per week
Office hours	Ask for an appointment via email
Course overview	Social Media is an evolution in customer centric companies reaching out to their customers and consumers through social media and platforms. New channels and ways to create unique experiences and establish lasting relationships. Social Media is definitely much more than social networks.

Teacher Information	
Teacher	
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## SPECIFIC DATA OF THE SUBJECT

Contextualization of the subject
<b>Contribution to the professional profile of the degree</b>
<p>Social media represents one of the most significant changes in consumer behaviour, leading to fundamental transformations in the way organizations communicate and interact with consumers. The necessary practical knowledge is provided in order to establish the most appropriate objectives and strategies, to correctly select the social media platforms that attract consumers, as well as to measure the results of these efforts.</p> <p>From a multidisciplinary perspective, we analyze how to use the tools and services necessary to obtain valuable information about how consumers feel and how they respond to a particular brand and those of competitors.</p> <p>More specifically: the social media marketing ecosystem and its impact on the traditional marketing strategy are described; the social media marketing process is analyzed; the different platforms and their uses are reviewed; and, finally, it is discussed how to integrate them</p>



in the marketing plan of the company to boost its notoriety and / or that of the brand.

This subject is one of those offered in the marketing itinerary and it is essential every time that the skills are acquired and the content is deepened that allow a brand to establish relationships with its potential consumers and maintain them, through digital media.

The goals to be achieved with this subject:

1. Be able to choose the appropriate media in a communication plan, with a special focus on digital media.
2. Be able to execute and lead the creation, development, optimization and profitability of online projects in social media.
3. Be able to choose persuasion strategies in digital media.
4. Be able to develop a digital communication plan, also identifying evaluation metrics.
5. Know the process of formulating the plan and the agents involved.
6. Be able to present and sell the results of a Social Media Plan.

## Prerequisites

Have training background in Marketing or have taken the Introduction to Marketing subject supplement.

## Competencies - Objectives

### Competences

#### GENERALES

<b>CG01</b>	Analytic and synthesis cognitive capacities applied to business situations and managing and organisation problems.	
	<b>RA01</b>	Describe, relaciona e interpreta situaciones y planteamiento de nivel medio.
	<b>RA02</b>	Selecciona los elementos más significativos y sus relaciones en las situaciones planteadas.
	<b>RA03</b>	Identifica las carencias de información y establece relaciones con elementos externos a la situación planteada.
	<b>RA04</b>	Es capaz de resumir y estructurar la información empleando los conceptos adecuados.
<b>CG02</b>	Management of data and information as key elements for decision-making and for identification, formulation and resolution of business problems.	
	<b>RA01</b>	Busca, conoce, sintetiza y utiliza adecuadamente datos primarios y secundarios procedentes de diversas fuentes.
	<b>RA02</b>	Conoce y usa Internet para buscar y manejar información, textos y datos.
	<b>RA03</b>	Discierne el valor y la utilidad de diferentes fuentes y tipos de información
<b>CG03</b>	Problem-solving and decision-making skills at a strategic, tactic and operational level with regard to a business, considering the interrelationship between the different functional and business areas.	



	<b>RA01</b>	Identifica y define adecuadamente el problema y sus posibles causas.
	<b>RA02</b>	Plantea posibles soluciones pertinentes y diseña un plan de acción para su aplicación.
	<b>RA03</b>	Identifica problemas antes de que su efecto se haga evidente.
	<b>RA04</b>	Dispone de la capacidad para tomar decisiones de una forma autónoma.
	<b>RA05</b>	Reconoce y busca alternativas a las dificultades de decisión en situaciones reales.
	<b>RA06</b>	Es capaz de ponderar diferentes factores (económicos, sociales y técnicos, entre otros) en el proceso de toma de decisiones y determinar su impacto.
<b>CG04</b>	Application of concepts and theories on business organizations in order to discover new business opportunities and acquire long-term competitive advantages.	
	<b>RA01</b>	Relaciona conceptos de manera interdisciplinar o transversal.
	<b>RA02</b>	Identifica correctamente los conocimientos aplicables a cada situación.
	<b>RA03</b>	Determina el alcance y la utilidad de las nociones teóricas.
<b>CG05</b>	Ethical commitment with a behaviour based in moral principles and those principles of the organisation when facing moral dilemmas and corporate social responsibility issues.	
	<b>RA01</b>	Utiliza el diálogo para colaborar y generar buenas relaciones.
	<b>RA02</b>	Muestra capacidad de empatía y diálogo constructivo.
	<b>RA03</b>	Es capaz de despersonalizar las ideas en el marco del trabajo en grupo para orientarse a la tarea.
	<b>RA04</b>	Participa de forma activa en el trabajo de grupo compartiendo información, conocimientos y experiencias.
	<b>RA05</b>	Se orienta a la consecución de acuerdos y objetivos comunes.
	<b>RA06</b>	Contribuye al establecimiento y aplicación de procesos y procedimientos de trabajo en equipo.
	<b>RA07</b>	Desarrolla su capacidad de liderazgo y no rechaza su ejercicio.
	<b>RA08</b>	Aplica conocimientos y formas de actuación contrastadas en situaciones conocidas a otras que son nuevas o inesperadas.
	<b>RA09</b>	Comprende que lo nuevo es una oportunidad de mejora y es consustancial a la vida profesional.
<b>ESPECÍFICAS</b>		
<b>CE13</b>	Capacity of designing and analysing a Marketing Plan, and of implanting it and evaluating its impact on company's performance making use of advanced digital techniques.	
	<b>RA01</b>	Conoce y diferencia las competencias del Marketing Estratégico y del Marketing Operativo.



<b>RA02</b>	Desarrolla de manera sistemática las diferentes fases establecidas en los diversos procesos de planificación y gestión de la función Marketing.
<b>RA03</b>	Conoce las diferentes etapas de elaboración de un Plan Estratégico de Marketing.

## THEMATIC BLOCKS AND CONTENTS

### Contents - Thematic Blocks

#### TOPIC I: CONTEXT

##### Lesson 1: DIGITAL COMMUNICATION IN THE COMPANY

- 1.1. INTRODUCTION TO WEB TECHNOLOGY
- 1.2. EVOLUTION OF THE WEB: FROM WEB 1.0 TO WEB 4.0
- 1.3. DIGITAL ECOSYSTEM
- 1.4. SOCIAL AND BUSINESS IMPACT OF THE WEB
- 1.5. THE DIGITAL NEW ECONOMIES IN XXI CENTURY

##### Lesson 2: TECHNOLOGY AND INNOVATION

- 2.1. INNOVATION AND CREATIVITY IN THE DIGITAL WORLD
- 2.2. DISRUPTIVE TECHNOLOGIES
- 2.3. DIGITAL BUSINESS MODELS: SOCIAL MEDIA CANVAS MODEL
- 2.4. DATA WORLD: FROM CUSTOMER-CENTRIC TO DATA CENTRIC
- 2.5. INTRODUCTION TO GAFAM MODEL
- 2.6. POEM MODEL: NEW SOCIAL MEDIA ENVIRONMENT

##### Lesson 3: SOCIAL STRATEGIST ROLE

- 3.1. WHAT IS A SOCIAL STRATEGIST?
- 3.2. SOCIAL MEDIA STRATEGIST ROLE AND FUNCTIONS

#### TOPIC 2: DIGITAL MARKETING STRATEGY

##### Lesson 1: CONTENT STRATEGY IN SOCIAL MEDIA

- 1.1. WHAT IS A CONTENT STRATEGY?
- 1.2. STORYTELLING AND FORMATS

##### Lesson 2: PAID MEDIA: DISPLAY ADVERTISING

- 2.1. FORMATS
- 2.2. DISPLAY ADVERTISING MANAGEMENT
- 2.3. KPI's

##### Lesson 3: OWNED MEDIA

- 3.1. WEB UX

3.2. SEARCH: SEO/SEM

3.3. WEB ANALYTICS

Lesson 4: EARNED MEDIA

4.1. INTRODUCTION TO SOCIAL MEDIA

4.2. MEDIA SOCIAL MANAGEMENT

4.3. SOCIAL MEDIA PROJECTS

4.4. SOCIAL NETWORKS: TYPES AND EVOLUTION

4.5. GROWTH HACKER MARKETING

4.6. SOCIAL COMMERCE

4.7. MONITORING IN SOCIAL MEDIA AND ONLINE REPUTATION

4.8. MANAGEMENT INDICATORS

Lesson 5: REPORTING, DASHBOARDS AND KPIs IN SOCIAL MEDIA

5.1. WHAT TO MEASURE IN SOCIAL MEDIA

5.2. HOW TO MEASURE IN SOCIAL MEDIA

5.3. HOW TO CONVINCE THE BOARD OF DIRECTORS THROUGH HIGH-IMPACT REPORTS AND DASHBOARDS.

**TOPIC 3: SOCIAL MEDIA PLAN**

Lesson 1: SOCIAL MEDIA PLAN STRUCTURE

**TEACHING METHODOLOGY**

**General methodological aspects of the subject**

The course methodology is based on different class sessions covering multiple areas of the learning sequence. Throughout the class, students must solve problems, make presentations (individually and in groups) and discuss new trends and business cases.

The professor will provide relevant documentation, which students should read before each class. During the course, students will work on solving problems and discussing issues related to the established theory.

During the course, different professionals from the digital economy field will be invited to present projects and social media cases and the students' participation will be necessary for the resolution.

**In-class Methodology: Activities**

Visitors' speeches	CE13, CG04
Case study	CE13, CG01, CG03, CG04
Presentations	CE13, CG01, CG05, CG04

**Non-Presential Methodology: Activities**



Personal research	CG04, CG01
Readings	CG04
Team work	CE13, CG01

## SUMMARY STUDENT WORKING HOURS

CLASSROOM HOURS	
Lectures of an expository nature	Analysis and resolution of cases and exercises, individually or collectively
14.00	16.00
NON-PRESENTIAL HOURS	
Analysis and resolution of cases and exercises, individually or collectively	Monographic and research work, individual or group work
20.00	25.00
<b>ECTS CREDITS: 3,0 (75,00 hours)</b>	

## EVALUATION AND CRITERIA

Evaluation activities	Evaluation criteria	Weight
Final exam	Measuring the understanding of fundamental ideas and knowledge	50
Team work	Presentation in group of a project	20
Individual/team workshops	Heading	10
Discussion on current issues related to Social Media	Active participation on current issues	20

## Ratings

Students who don't pass the subject will have their practice marks saved and will repeat the exam. If they don't pass the internship, they will have to make a special internship plan.

To pass the practical training and/or the final exam, at least a 5 must be obtained in each of them.

All assignments must be submitted on time and in the format specified by the professor. Otherwise, students will get a mark of "0" on the missed assignments.

### EXCUSED STUDENTS

To pass the course, students must pass the final exam. The grade of the final exam will be that of the subject.

## WORK PLAN AND SCHEDULE

Activities	Date of realization	Delivery date
Reflection on the change that is taking place in the marketing field	Week 2	Week 3
Data world. Data Economy as the basement of the New Economy	Week 3	Week 5
New technologies in Social Media	Week 5	Week 6
Digital Buyer Persona	Week 6	Week 7
Social Media Customer Journey	Week 7	Week 9
GAFAM model workshop	Week 9	Week 11
Social Media Onmichannel	Week 11	Week 12
Social Media Canvas Model	Week 12	Week 14
POEM workshop	Week 14	Week 16
Inbound Marketing and storytelling	Week 16	Week 18
Social Media Plan	Week 19	Week 21
Dashboard and KPIs in Social Media	Week 22	Week 23

## BIBLIOGRAPHY AND RESOURCES

### Basic Bibliography

ELÓSEGUI, T. (2019). Mejor que ventas, consigue clientes. Ediciones Anaya Multimedia, Madrid.

HERNANDEZ DAUDER, M<sup>a</sup> A., ESTRADE, J. M., JORDAN SORO, D. (2017). Marketing digital, mobile marketing, SEO y analítica web. Ediciones Anaya, Madrid.

LAMARRE, E., SMAJE, K., ZEMMEL, R. (2023). Rewired. The McKinsey guide to outcompeting in the age of digital and AI. EE.UU.

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## Complementary Bibliography

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CRISTAL, G. Ad Serving Technology: Understand the marketing revelation that commercialized the Internet.

CUESTA, F., & ALONSO, M. A. (2010). Marketing directo 2.0: cómo vender más en un entorno digital. Gestión 2000, Barcelona.

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RUSHKOFF, D. (2013). Present shock: When everything happens now. Penguin.

SCHÖNBERGER, V. M. (2013). Big data: la revolución de los datos masivos. Turner.

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SANTAELLA LOPEZ, M. 2003. Derecho de publicidad. CIVITAS, Madrid.

SOLIS, B. (2017): Engage!: The Complete Guide for Brands and Businesses to Build, Cultivate, and Measure Success in the New Web, Wiley and Sons, Londres.

SOLIS, B. (2011). The end of business as usual: Rewire the way you work to succeed in the consumer revolution. John Wiley & Sons., Londres.

STANDAGE, T. (2013). Writing on the Wall: Social Media-the First 2,000 Years. Bloomsbury Publishing USA.

TASNER, M. (2010). Marketing in the moment: the practical guide to using Web 3.0 marketing to reach your customers first. FT Press, Nueva York.

## WEBS Y BLOGS

<http://customerthink.com/>

<http://dataconomy.com/>

<http://500friends.com/blog>

<http://www.1to1media.com/blog>

<http://www.cmo.com>

<http://www.insidecrm.com/>

<https://econsultancy.com>

<https://experiencematters.blog/>

<https://hbr.org/topic/analytics>

<https://loyalty360.org/>

<http://360connex.com/blog/>

<http://beagleresearch.com/>

<http://blog.bondbrandloyalty.com/>

<http://blog.cx-iq.com/>



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**Syllabus**  
**2023 - 2024**

<http://blog.kobie.com/>

<http://customerinsightleader.com/>

<http://data-informed.com/customer-analytics/>

<http://loyaltytruth.com/>

<http://www.crmsearch.com/blog.php>

<http://www.customology.com.au/category/news/>

<http://www.destinationcrmblog.com/>

<http://www.juiceanalytics.com/writing/>

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