



Level I Foundational Modules (all 7 required for Level I Designation)

Critical Thinking and Decision-Making

Ethics for Hospice Managers

Interviewing, Coaching, Feedback and Evaluation Skills

Leadership Style and Situational Leadership

Values-Based Hospice Leadership

Managing with an Eye on Finances

Regulations and Standards for Hospice Managers

Level II Enhancement Modules (6 required for Level II Designation)*

Emotional Intelligence

Inclusion and Access: The Manager's Role

Managing Conflict in the Workplace

Managing Systems and Programs: Financial, Trending and Reporting Applications

Managing the Changing Organization

Managing Workplace Negativity

Provision of Services (Regulatory)

The Interdisciplinary Team: Key Skills for Hospice Managers

Level III (all components required for Level III Designation)

Completion of *Benchmarks*® (360° Assessment)

Eight sessions (over 3+ months) with Leadership Coach to address specific, personalized goal

Outcomes review, evaluation and development of future goal

For more information, see www.nhpc.org/mdp

Symbol Key

- Indicates a module that is taught in the two-day foundational MDP Course
- Indicates a module that is taught as a preconference seminar at selected NHPCO Conferences
- Indicates an instructor-led distance learning (online) module
- Indicates a self-paced distance learning module available through NHPCO's E-OL (End-of-Life Online)

* Additional Enhancement Modules will be developed in the future