











Hospice Manager Development Program

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

- Critical Thinking and Decision-Making 
- Interviewing, Coaching, Feedback and Evaluation Skills 
- Leadership Style and Situational Leadership 
- Regulations and Standards for Hospice Managers 
- Values-Based Hospice Leadership 
- Ethics for Hospice Managers ✱
- Managing with an Eye on Finances 

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

- Emotional Intelligence ✱
- Managing Conflict in the Workplace ✱
- Managing the Changing Organization ✱
- Managing Workplace Negativity ✱
- The Interdisciplinary Team: Key Skills for Hospice Managers ✱
- Hospice Compliance Certificate Program 
- Hospice Quality Certificate Program 
- Inclusion and Access: The Manager's Role  (Available fall 2021)
- Provision of Services (Regulatory)  (Available fall 2021)

Level III (all components required for Level III Designation)

- Completion of *Benchmarks*® (360° Assessment)
- One-on-one sessions (over 3+ months) with a Leadership Coach to address specific, personalized goal
- Outcomes review, evaluation and development of future goal

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

Symbol Key



Indicates a module that is taught in the two-day foundational MDP Course



Indicates an instructor-led distance learning (online) module – [View upcoming modules](#)



Indicates a self-paced distance learning module available through [NHPCO's End-of-Life Online](#)