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.nhpco.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