1. Communication and Relationship Management

   Relationship Management
   Communication Skills
   Facilitation and Negotiation

2. Leadership

   Leadership Skills and Behavior
   Organizational Climate and Culture
   Communicating Vision
   Managing Change

3. Professionalism

   Personal and Professional Accountability
   Professional Development
   and Lifelong Learning
   Contributions to the Community
   and Profession

4. Knowledge of the Healthcare Environment

   Healthcare Systems and Organizations
   Healthcare Personnel
   The Patient’s Perspective
   The Community and the Environment

5. Business Skills and Knowledge

   General Management
   Financial Management
   Human Resource Management
   Organizational Dynamics and Governance
   Strategic Planning and Marketing
   Information Management
   Risk Management
   Quality Improvement