

The following are the eight domains and 34 competences that have been used in a particular health care system and were the bases for developing a basic management course:

DOMAIN	COMPETENCIES
Self Management	<ul style="list-style-type: none"> • Time management • Effective meetings • Communication • Presentation skills • Feedback • Negotiation skills
Planning and Assessment	<ul style="list-style-type: none"> • Strategic management that included environment assessment (opportunities and threats) and organization assessment (strengths and weakness) • Change management (force field analysis) • Principles of marketing • Problem identification (process analysis, and cause & effect) • Planning skills • Project management
Organization and Supervision	<ul style="list-style-type: none"> • Principles of management • Principles of supervision • Organization principles
Human Resources Management	<ul style="list-style-type: none"> • Functions of Personnel Management • Performance management <ul style="list-style-type: none"> ○ Motivation and incentives ○ Evaluation and supervision ○ Training and development (coaching, experiential learning, group discussion, role playing) • Labor Relations • Leadership and team development (delegation and empowerment) • Cultural Competence
Financial Management	<ul style="list-style-type: none"> • Cost analysis (cost centers and step down process) • Budgeting
Facilities and Materials Management	<ul style="list-style-type: none"> • Infrastructure and facilities management • Materials management • Medication or drugs management • Equipment maintenance • Technology assessment
Information and Decision Making	<ul style="list-style-type: none"> • Principles of information management • Data collection and analysis

	<ul style="list-style-type: none"> • Principles of decision making <ul style="list-style-type: none"> ○ Resource allocation
Quality Management, Monitoring and Evaluation	<ul style="list-style-type: none"> • Quality principles • Quality management • Basic concepts of monitoring • Basic concepts of evaluation

Source: Bernardo Ramirez development of competency based health management training 2006