

COURSE & COMPETENCY MATRIX

CLEVELAND CLINIC ACADEMY Course & Competency Matrix May 1, 2010	Emotional intelligence	Leading skills	Change management	Communication	Commitment to lifelong learning	Commitment to deliver observable results	Finance	Regulatory environment	Marketing	Recruiting and hiring	Information technology	Process assessment and management	Philanthropy and development	Medicolegal issues	Managing physicians	Clinic awareness
	COURSES MANAGEMENT TRACK COMPETENCIES															
Budgets & More							x	x					x			x
Building a Best in Class Quality Infrastructure		x	x			x						x				
Business Planning							x		x				x			
Collaborative Problem Solving						x						x				x
Developing Emerging Businesses						x						x				x
Human Resources: Insights for Clinic Leaders				x				x		x						
Implementing Change at the Clinic		x	x	x		x						x				x
Innovation in Health Care		x	x					x				x				x
Institutes at the Cleveland Clinic		x	x	x		x						x				x
Invention, Entrepreneurship & Start-Ups						x					x	x	x			
Issues in Healthcare Law								x						x		x
Manage Stress and Conflict to Increase Team Effectiveness	x			x	x						x					x
Marketing and Communication Essentials for Today's Healthcare Leader				x					x							
Patient Experience within the Revenue Cycle							x	x					x			x
Performance Improvement						x						x				x
Quality Management in Healthcare								x								x
So You Want to be a CME Course Director?			x	x		x						x				x
Strategic Planning: The Process & the Cleveland Clinic Vision						x										x
The Aligned Physician Enterprise			x			x			x			x				x
The Business of Healthcare							x				x	x				x
Tools & Tips for Information Management											x	x				
Understanding Financial Reporting							x	x					x			x
Using SharePoint for Practical Purposes						x					x	x				
Wellness - LifeStyle 180			x	x	x	x										x
Your Cleveland Clinic PowerPoint Presentation				x					x		x					x