

Program Competencies Master of Health Administration, WKU	
Domain 1: Communication and Interpersonal Effectiveness	
	Collaboration, Relationship Management and Trust
	Communication Skills - presentation, oral, written, listening, observing
	Self-awareness, Empathy and Emotional Intelligence
	Facilitation and Conflict Resolution
Domain 2: Management and Leadership	
	Strategic Management, Resilience and Sustainability
	Communicating Vision and Managing Change
	Support and Development of Others
Domain 3: Professionalism, Ethics and Transparency	
	Professional Development and Life-Long Learning
	Social Responsibility and Community Engagement
	Integrity, Ethical Behavior and Personal Accountability
Domain 4: Knowledge of the Health Sector and Healthcare Management	
	Healthcare Systems and Organization
	Stakeholders
	Population and Global Health
	Consumer Perspective and Marketing
	Industry Outlook & Innovation
	Health Policy and Governance
Domain 5: Critical Thinking, Analysis and Problem Solving	
	Financial Management
	Data Literacy and Analysis
	Evidence-Based Problem Solving and Decision Making
	Systems Thinking and Process Management
	Risk Management and Continuous Improvement