



The Sankara Nethralaya Academy

(Unit of Medical Research Foundation)

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Advanced Certificate in Hospital Management Program

COURSE CONTENTS

S.No	Title	Content
1	Managerial Leadership	
A	Leadership Skills	Types of leaders Why Is leadership important in today's context What type of leader are you? – exercise Discussion based on exercise
B	Managerial Leadership	What is it? Qualities identified for managerial leadership Transition to Managerial Leader
C	Team Effectiveness	Manager as team lead How to build cohesion and joint vision Team Motivation
D	Conflict Resolution	Causes of Conflict Conflict and effectiveness Methods of conflict resolution
2	HR in Health Care	
A	Talent Management	Talent Acquisition Talent Management Talent Retention The various tools used
B	Statutory Compliance	Compliance issues Employment Laws and its application to health care organisations
C	Technology in HR	Tools available for HR practitioners Automation and its implications in People Management
D	Effective Work Climate	Building Organisational Culture Developing a shared vision Maintaining Harmony in the work Place
3	TQM & Six Sigma	
A	TQM	What is total quality How to Manage Quality Quality in Health Care Imperatives Improving quality in health care delivery
B	Tools for Quality	Six Sigma What is it? How it can be used for health care delivery Optimization of Health Care delivery using six sigma
4	Lean Management	
A	Lean management	Understanding Lean Management Lean Managements techniques in the service industry Lean Management in health care Advantages of Lean Management
B	Six Sigma	Six Sigma and lean management Transforming service delivery using lean management techniques