

Critical Skills for the 21st Century

As we look forward to the changes affecting our industry and KP's evolving methods of care delivery, employees ask "How can I prepare myself for these changes?" Stop by www.KPcareerplanning.org where you'll find ample opportunities to sharpen your skills in support of your own development and career mobility as well as aligning with KP Strategy. Through the suggested Kaiser Permanente resources, you will become more familiar with the Critical Skills needed to navigate our changing healthcare industry and you can take the courses at your own pace.



Consumer Focus

Delivering great care requires us to engage and connect with our members. The more we understand our customers' concerns, the better the outcomes. Grow your skills in active listening, empathy, positive inquiry, and cross cultural communication.



Digital Fluency

Our commitment to provide healthcare access ANYWHERE and the fast pace of technical innovation will continue to create new learning challenges for all healthcare workers - whether we work in a clinic, hospital, office or in the field.

Become familiar with new digital devices and increase your ability to adapt new technologies in your workplace. Learn how data management and data analytic skills will become increasingly valuable tools for our mission.



Collaboration



Teams! Strategic advantage goes to those organizations that can make the best use of their talent and craft new care delivery models that align these resources with the organization's aims.

Strengthen collaboration skills and learn how to negotiate through conflict. Find out which communication techniques work best in multi-generational and virtual teams. Develop skills that are critical to team building and team management including coaching and peer feedback.



Process Improvement



Constant evaluation and improvement of operational processes is a key attribute of successful organizations. You can be involved in discovering and implementing new ways that save time and money and increase quality. Learn how to translate innovative business concepts and capabilities into action by understanding process analysis, problem solving and persuasive communication.

