

Critical Skills

Welcome to the Kaiser Permanente Career Planning Critical Skills section. As employees look forward to the changes affecting our industry and KP's evolving methods of care delivery, they ask "How can I prepare myself for these changes?"

We think you'll find ample opportunities here to sharpen your skills in support of your own development and career mobility as well as aligning with [KP Strategy](#).



Consumer Focus

Our success in delivering great care and great outcomes requires us to engage and connect with our members. Skills that improve listening, empathy and the ability to communicate with diverse populations are extremely important.



Digital Fluency

Enabling access anywhere for our members, as well as the continued pace of technical innovation, creates new issues and opportunities to use technology in our work. Advance your computer skills and use of all digital devices - as well as developing skills to quickly adapt to new technology in your workplace.



Collaboration

The way we interact as team gives a strategic advantage to those organizations that can make best use of new care delivery methods and communication techniques.



Process Improvement

The evaluation and implementation of new programs and processes is an essential ingredient of successful organizations. Learn how you can translate new business concepts and capabilities into action.

This website is in development. For a SNEAK PEEK, go to:

http://kpworkforce.org/kpcpdev/hi_hna/critical_skills

Please send feedback and comments to Tom.Rauch@kp.org