



# Consumer Focus: Deliver Excellent Service

Kaiser Permanente members expect excellent, personalized service every time.

How can you deliver?

Develop the critical skill of consumer focus. Get familiar with Kaiser Permanente's consumer experience standards and build your abilities to listen, show empathy and communicate effectively.



Join the journey! Sharpen your consumer focus with these 3 steps:

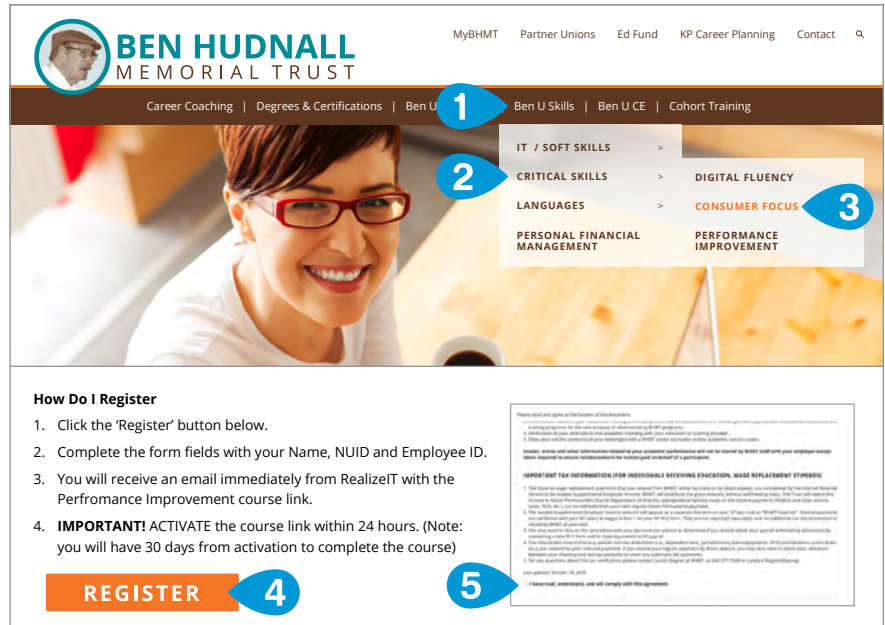
- 1 Take Kaiser Permanente's Consumer Focus course.** This online 3- to 5-hour course is for eligible participants of the Ben Hudnall Memorial Trust and SEIU UHW-West & Joint Employer Education Fund.
  - Sign up at the Ben Hudnall Memorial Trust ([bhmt.org/consumer-focus](http://bhmt.org/consumer-focus)) or SEIU UHW-West & Joint Employer Education Fund ([theedfund.org/programs/critical-skills](http://theedfund.org/programs/critical-skills)).
- 2 Keep going.** Learn about all 4 critical skills ([kpcareerplanning.org/critical-skills](http://kpcareerplanning.org/critical-skills)) Kaiser Permanente employees need as part of the Workforce of the Future initiative. Explore career paths at [kpcareerplanning.org/paths](http://kpcareerplanning.org/paths). Talk with your manager and, for education trust-eligible union members, meet with a trust fund career counselor to make a plan.
- 3 Stay involved.** Apply your skills to improve care and service. Encourage colleagues to participate. Learn more about the Workforce of the Future initiative at [LMPartnership.org/workforce](http://LMPartnership.org/workforce).

Updated April 2020

# ACCESS GUIDE

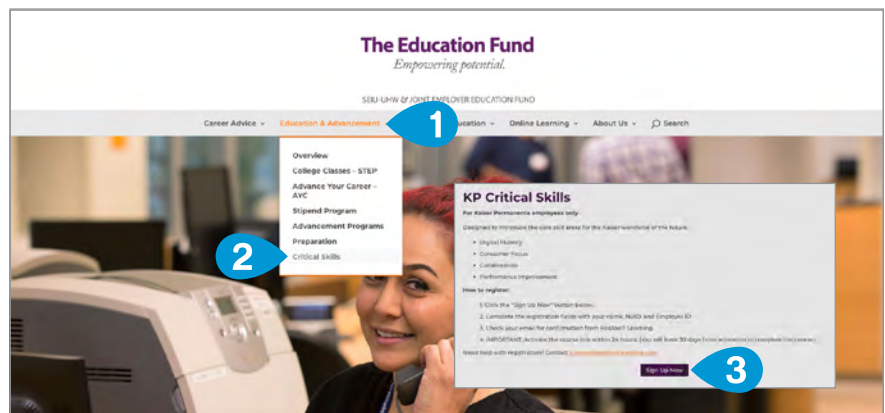
## BHMT MEMBERS:

- 1 Go to [bhmt.org](http://bhmt.org) and hover over "Ben U Skills" on the navigation bar.
- 2 From the drop-down menu, hover over "Critical Skills."
- 3 Click on "Consumer Focus" and read through the course information.
- 4 At the bottom of the Consumer Focus page, click on the "Register" button.
- 5 Read through the BHMT Student Agreement and click "I agree."



## ED FUND MEMBERS:

- 1 Visit [theedfund.org](http://theedfund.org) and hover over "Education & Advancement" on the navigation bar.
- 2 Click on "Critical Skills."
- 3 Scroll down and click on "Sign Up Now" under KP Critical Skills and follow registration instructions.



## COMPLETE YOUR REGISTRATION

- 1 Once at the New user registration page, complete the required fields to sign up and log in!

Need help with registration?

Please contact:

[support@realizeitlearning.com](mailto:support@realizeitlearning.com)

New user
Resend Activation Email

Welcome to your online KP Critical Skills course. To get started, you will first have to register an account using your NUID as your username, your 6-digit employee ID number (omit first two zeroes), and a password personal to you. Please follow the steps. Help is also available if needed.

First name <input type="text" value="First name"/>	Last name <input type="text" value="Last name"/>
Email <input type="text" value="Email"/>	Username (NUID) <input type="text" value="Username (NUID)"/>
Employee ID Number (EID) <input type="text" value="Employee ID Number (EID)"/>	Password <input type="password" value="Password"/>

I'm not a robot