



Frequently Asked Questions

QUESTION

ANSWER

What are the critical skills?

Kaiser Permanente has identified 4 skills everyone needs to meet the changing demands of health care: digital fluency, consumer focus, performance improvement and collaboration. Learn more about the critical skills as part of KP's Workforce of the Future initiative to prepare for the jobs of tomorrow.

Why are the critical skills important?

We all need to become lifelong learners to address emerging skill gaps. We know certain skills will be essential as new care models, technology and other trends change the health care landscape, such as the shift to virtual care and rise in remote work. Whether you work at a clinic or call center, learning about the critical skills can help you adapt to coming changes and help KP deliver high-quality, affordable care. These critical skills align with KP's strategy and have been validated by the Conference Board, National Academy of Medicine and U.S. Department of Labor.

Why take KP's critical skills course?

KP's critical skills course is a great place to build awareness about each skill and identify where to learn more. The online course, available to eligible union members, is:

- **Easy to access.** Take it on a smartphone, tablet, laptop or desktop computer.
- **Flexible.** Take the adaptable course at your pace.
- **Rewarding.** Earn a certificate for completing the course. Earn digital badges for completing each part with each skill, plus a Champion digital badge for completing the entire course.
- **Inspiring.** Use as a springboard to grow your career.