

Why Critical Skills | *Managers*

Build high-functioning teams

Did you know that teams get better results when frontline workers are engaged, free to speak and can influence decisions? Keep your employees engaged – and prepared for the future – by learning about the critical skills. These critical 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. Lead your team into the future. Encourage your employees to take critical skills training, so they're prepared to meet our members' needs and demands.

Adapt to coming changes

Health care is changing rapidly. By acting now, we can prepare for changes ahead. Supporting your employees' growth will strengthen them, your team and Kaiser Permanente. As part of KP's Workforce of the Future initiative, have your employees learn more about the 4 critical skills, starting with our online course covering each skill.

“ *It's important to support our staff to advance themselves, which in turn promotes better health within the company.* ”

– Jennifer Henson
Manager, Northern California

Easy to start

The course is:



- ▶ **Available to** eligible union members
 - Sign up at kpcareerplanning.org/critical-skills, the Ben Hudnall Memorial Trust (bhmt.org/critical-skills) or SEIU UHW-West & Joint Employer Education Fund (theadfund.org/programs/critical-skills).
- ▶ **Accessible.** Employees can take it on a smartphone, tablet, laptop or desktop computer.
- ▶ **Adaptable.** Employees can go at their own pace.
- ▶ **Strategic.** 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.

Next steps

- ▶ Share this toolkit with your team members and encourage them to take the online critical skills course.
- ▶ Encourage employees to explore career paths at kpcareerplanning.org/paths and meet with a career counselor to develop a personal learning plan.
- ▶ Learn more about the Workforce of the Future at LMPartnership.org/workforce.