

Who is this toolkit for?

This toolkit was developed for Labor Management Partnership Council co-leads, LMP coordinators, labor leads, managers, senior leaders, supervisors, union partnership representatives, unit-based team consultants, and UBT co-leads.

Our organization is adapting, transforming, and innovating the way it provides care in the future.

How can this toolkit help my team prepare for those changes?

We are adjusting how we build our facilities, piloting retail models, changing work flow processes, and expanding on-demand services and information through new technologies that support mobile devices and offer tele-consult capabilities.

To help your team adapt to these changes and build career resilience, we are offering you resources and support. Use the tips, tools, and materials in this toolkit to help your team understand the changing nature of our work and how to acquire the [Critical Skills](#) that all Kaiser Permanente employees need to navigate our changing health care industry.

What's expected of me?

We are committed to providing you with support and resources to ensure that your team has the right skills to do the best job possible. Moving forward, we need your assistance and commitment to make sure all employees learn the [Critical Skills](#) that are needed to deliver care in the 21st century. By being flexible and open to new ideas and approaching care differently, you can help everyone on your team build career resilience and continue to make vital contributions to our success.

Where can my team find information about the Critical Skills?

The Kaiser Permanente Career Planning website offers self-paced courses on the [Critical Skills](#). Classes are free for partnership union members. Visit <http://kpcareerplanning.org> and click "Elevate Your Skills" to access courses.

How can my team best prepare for future career opportunities?

Start by learning about the Critical Skills. You can also refer your team members to these career development and mobility resources:

- » **National Workforce Planning and Development** <http://www.kpcareerplanning.org> *(Open to all employees)*
- » **SEIU UHW-West & Joint Employer Education Fund** <http://www.seiu-uhweduc.org/> *(Open to SEIU-UHW members)*
- » **Ben Hudnall Memorial Trust** <http://bhmt.org/> *(Open to all other partnership union members)*

Now what should I do?

- » **Share the contents** of this communications toolkit with your team to help them understand the changes affecting our care delivery system and how it impacts their work.
- » **Encourage employees** to take training to upgrade their talents and skills, so they are prepared to meet our patients' needs and demands while providing quality care and healthier lifestyle choices for our members.
- » **Get inspired.** Find 'Work of the Future' stories, videos, and tools online at <https://lmpartnership.org/focus-areas/workforce-future>.