



# CRITICAL SKILLS

**DIRECTIONS:** Test your knowledge of the critical skills for all Kaiser Permanente employees with this word game. Match the phrases in the first column to their critical skill in the second column.

- A. Evaluate and implement new programs and processes.
- B. Teams bring together people with diverse perspectives and backgrounds.
- C. New digital devices require the ability to adapt to new technologies in the workplace.
- D. Today's patients want to know you are listening.
- E. Enable access anytime, anywhere for our members.
- F. Open communication, cooperation and trust are key to an effective team.
- G. Understand and connect with our members.
- H. When we continuously evaluate and improve our work processes, we help our members and co-workers succeed.
- I. Work well as a team.
- J. Kaiser Permanente's member populations are diverse, meaning cross-cultural knowledge is essential.

\_\_\_\_\_ **Collaboration**

\_\_\_\_\_ **Consumer focus**

\_\_\_\_\_ **Digital fluency**

\_\_\_\_\_ **Process improvement**

**ANSWER KEY:**  
 Collaboration: B, F, I  
 Consumer focus: D, G, J  
 Digital fluency: C, E  
 Process improvement: A, H