

Digital Fluency: Become familiar with new digital devices and increase your ability to adapt new technologies in your workplace. Learn how data management and data analytic skills will become increasingly valuable tools for our mission.

Digital Fluency Skills	Specific Learning Need (e.g. device name, software name, etc.)
Using digital devices	
Using software	
Managing information/data	
Teaching consumers about technology	

Consumer Focus: Learn to engage and connect with our members. The more we understand our customers' concerns, the better the outcomes. Grow your skills in active listening, empathy, positive inquiry, and cross cultural communication.

Consumer Focus Skills	Specific Development Needs
Active listening	
Empathy	
Positive inquiry	
Cross cultural/generational communication	

Performance Improvement: Learn how to translate innovative business concepts and capabilities into action by understanding process analysis, problem solving and persuasive communication

Performance Improvement Skills	Specific Development Needs
Critical thinking	
Building Support	
Execution and Monitoring	
Speaking up/Being Proactive	

Collaboration: Teams are a critical part of KP's strategy. Strengthen collaboration skills and learn how to negotiate through conflict. Find out which communication techniques work best in multi-generational and virtual teams. Develop skills that are critical to team building and team management including coaching and peer feedback

Collaboration Skills	Specific Development Needs
Sensitivity to diverse perspectives, backgrounds, team members	
Peer coaching and feedback	
Team planning/Project management	
Virtual teamwork/Collaboration	