



KP CORE BEHAVIOR ASSESSMENT

Place an X below the column marked “+” by those core behaviors that represent **known strengths** for you.

Place an X below the column marked “Δ” by those core behaviors that represent **development opportunities** for you.

	<p>Focuses on the Customer: Demonstrates a service orientation. Builds commitment and trust with our patients, members, customers, regulators, communities, and colleagues by anticipating and fulfilling their diverse needs.</p>
	<p>Collaborates: Actively supports individual and team efforts by encouraging, influencing and engaging others with different backgrounds, experiences, and points of view. Accomplishes shared goals by establishing effective working partnerships, participating in joint decision-making (when appropriate), and working through conflict.</p>
	<p>Takes Accountability: Takes personal ownership for commitments and performance, including specific deliverables & timeframes; consistently delivers as promised, with integrity.</p>
	<p>Drives for Results: Makes effective decisions and takes action in a timely manner. Seeks out and utilizes appropriate information and resources to achieve the right outcomes. Resolves barriers and obstacles that impede progress. Monitors progress and acts to ensure success, in an ethical manner.</p>
	<p>Communicates Effectively: Seeks to understand. Asks others for input and feedback, including those with different backgrounds, experiences, and points of view. Actively listens and ensures that people are heard and can raise concerns. Clearly and courageously expresses ideas. Adjusts communication style for different audiences. Keeps others appropriately informed of goals and objectives.</p>
	<p>Champions Innovation and Change: Embraces and generates better and innovative ways to improve performance aligned to a shared purpose. Courageously and ethically takes appropriate risks. Commits to sustained, effective change.</p>
	<p>Develops Self & Others: Builds skills and capabilities to enhance performance. Seeks and applies feedback. Shares knowledge, feedback and contributes to the learning of others.</p>