CONVERSATION TOOLKIT

Table of Contents

CONVERSATION TOOLKIT

Background and How To Use This Toolkit

Background

To help our members integrate health care into their everyday lives, we are expanding access to care outside our facilities and transforming our care delivery channels. We are building innovative facilities, piloting retail models, changing work flow processes, and expanding on-demand services through new technologies that support mobile devices and offer tele-consult capabilities.

To help your team adapt to these changes and build career resilience, the Southern California Jobs of the Future Committee—part of regional Workforce Planning & Development—has compiled this toolkit.

Toolkit

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. The contents can be shared with all unit-based teams to help Kaiser Permanente employees prepare for the changes impacting our health care delivery system.

Toolkit contents:

» Frequently Asked Questions

» Talking Points for Managers

» Help Your Team Build the Job Skills of the Future

» Five Facts About Your Future at Kaiser Permanente

» Advance Your Career

» Word Match Game

» Meeting Icebreaker Activity

» "Work of the Future" Video Discussion Guide

» "Your Future at Kaiser Permanente" Slide Deck

Toolkit Instructions

To open the documents embedded in the toolkit, click on the image. Then you can save and print the PDFs as needed.

Toolkit Distribution

This toolkit has been adapted online for use across all Kaiser Permanente regions. All toolkit content is for internal use only and is subject to change.

Contact Information

For questions about the *Workforce of the Future Conversation Toolkit* please email lmp-feedback@kp.org.

Raquel Soto, Project Manager, Southern California Workforce Planning and Development
Raquel.G.Soto@kp.org | office: 626-405-4192 | tie: 335 | cell:626-536-3045

Manager Resources

Use this toolkit to help your team understand Kaiser Permanente's evolving methods of care delivery and how to navigate our changing landscape. Start by educating yourself with the attached *Frequently Asked Questions*. Then use the *Talking Points for Managers* to speak with your team about the best ways to prepare for change in the workplace.

(Click the images to open the PDFs)

Manager Resources

Finally, use the *Top Tips for Managers* to inspire your team to build the job skills of the future with help from the Labor Management Partnership's educational trusts.

(Click the image to open the PDF)

Employee Resources

Print and share these documents with employees to help them understand the evolving nature of our work and how to adapt to change in the workplace by sharpening their skills and developing career resilience.

(Click the images to open the PDFs)

Employee Resources

Print and share this fun word game with employees to help reinforce the *Critical Skills* that every KP worker needs to deliver care in the 21st century.
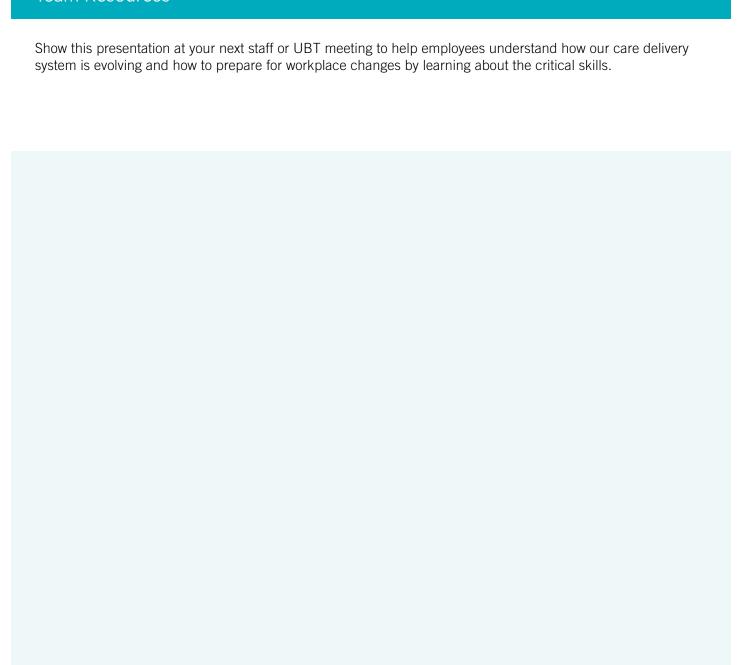
(Click the image to open the PDF)

Team Resources

Inspire your team with these fun and informative resources. Use the Meeting Icebreaker *(Talent Show)* to get your next gathering off to a great start while reinforcing the critical skills that every KP employee needs to be successful. Gather your team and watch the video *Invent our Future* on LMPartnership.org. Then use the attached Video Discussion Guide *(Work of the Future)* to spark discussion about care delivery innovation and change in the workplace.

(Click the images to open the PDFs)

Team Resources

Show this presentation at your next staff or UBT meeting to help employees understand how our care delivery system is evolving and how to prepare for workplace changes by learning about the critical skills.

(Click the image to open the PowerPoint presentation)