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| KP Core Behavior | Definition |
| Champions Innovation and Change | Commits to and achieves sustained, effective change.  Seeks out diverse perspectives to inform continuous improvement opportunities and/or innovative ways to improve aligned business outcomes. Spreads and adopts successful practices. Takes appropriate risks and learns from mistakes. |
| Develops Self and Others | Builds skills and capabilities to enhance performance. Seeks and applies feedback to leverage strengths and determine possible areas of improvement. Shares knowledge and feedback, contributing to the learning of others. |
| Collaborates | Supports individual and team efforts by respecting, encouraging, influencing and engaging others with different backgrounds, experiences, and points of view. Establishes and models effective diverse working partnerships, participates in joint decision-making (when appropriate), works through differences, and manages conflict to achieve shared goals. Helps others to achieve shared objectives and works with others to provide the best of KP to customers, members, and patients. |
| Communicates Effectively | Clearly expresses ideas, suggestions and concerns, and engages others to do so through active listening and an inclusive approach. Speaks positively, building trust and confidence. Keeps others appropriately informed of goals, objectives, progress, and decisions that affect one’s work. Seeks to understand. Asks others for input and feedback, including those with different backgrounds, experiences, and points of view, ensuring that people are heard. Adjusts communications to fit the audience. |
| Drives for Results | Achieves high quality outcomes that best serve the organization. Uses appropriate information and resources, and solicits diverse input from others to make timely, informed decisions. Resolves barriers and obstacles that impede progress. Takes action and monitors progress to ensure success, in an ethical manner. |
| Customer Member Patient focus | Consistently provides equitable, superior and culturally appropriate service to each other and for our members, patients, customers and communities. Puts customers, members and patients first by partnering to understand needs and preferences and engages in shared decision making. Also provides superior service to our contracted providers, vendors, and regulators. |
| Takes Accountability | Takes personal ownership for performance and behaviors, and for contributing to a respectful, safe and high performing, inclusive work environment. Meets commitments, specific deliverables & timeframes. Holds others accountable for their commitments. Acts with integrity and consistently delivers as promised. |