

Everyday  
Excellence

I am knowledgeable

Adapt and Evolve

September 2016



# I am knowledgeable

My customers rely on my knowledge and experience. I earn trust by sharing what I know and striving to learn more. My knowledge contributes to the health of patients and the future of our company.





# I am knowledgeable

## Adapt and Evolve Skills

Identify three skills that will help you adapt and evolve as we transform our company and shape our future.

- I seek out people and approaches to help me work through change.
- I embrace the changes that are happening around me all the time.
- I think in terms of “yes” and focus on the changes we are making to create a better customer experience.
- I am open to new ways of doing things.
- I focus on my strengths, my passion for my work, and my successes to propel me forward.
- I set new learning goals and develop a plan for achieving them.
- I focus on controlling my own actions and reactions to what goes on around me.
- I connect with my coworkers for ideas, support, and encouragement.
- I develop the habit of asking questions instead of wondering and worrying.
- I take advantage of new technology and best practices.
- I challenge myself to be more effective in my work.

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