



TOOL

Critical Sponsor Behaviors

PURPOSE

This tool provides a list of critical sponsor behaviors that will help a UBT advance up the Path to Performance.

When to Use

Use this tool when you want to evaluate and improve sponsor behaviors.

Who Uses

Co-leads and sponsors.

How to Use

Use this tool to question your skills and knowledge as a sponsor or to learn the critical sponsor behaviors if you are a co-lead.



TOOL

Critical Sponsor Behaviors

Consistency and visibility of transformative behaviors are essential. Question your skills and knowledge in these areas.

Behaviors	Build Your Skills
1. Be accountable for Improved Performance	<ul style="list-style-type: none">• Help UBTs develop clarity on current state versus desired future state.• Monitor results and intervene where necessary.
2. Reinforce Desired Behaviors	<ul style="list-style-type: none">• Align reward and recognition systems to support the change.• Model partnership behaviors and work together with your co-sponsors (management, union, physician); do this visibly, so your team can see and learn.• Reinforce behaviors that support learning and deliver results.
3. Coach for Results	<ul style="list-style-type: none">• Remove barriers and carefully manage change.• Ensure sustainability by keeping the culture of teamwork alive.• Teach, coach, and facilitate.• Encourage the use of UBT support specialists and subject-matter experts.
4. Ensure Improvement Work Is Aligned with Regional and National Goals	<ul style="list-style-type: none">• Consistently communicate Kaiser Permanente and regional vision, business context, and goals using multiple media; connect to UBT work.• Foster innovation and flexibility.
5. Provide Resources	<ul style="list-style-type: none">• Build capacity by developing the leadership skills of co-leads.• Be accessible.• Allocate sufficient resources.• Identify gaps in team skill and support personal and professional development.
6. Ensure Data Is Used Accurately and Appropriately	<ul style="list-style-type: none">• Help teams access regional and national data.• Support teams in gathering and analyzing their own data.• Work with teams to set key milestones and monitor progress.• Ensure that teams receive performance improvement training.