

Links and videos within the Navigator are best viewed and experienced using a non-NMCI device. If you are using an NMCI machine, full links are provided on page 3. Copy and paste the full links into the URL bar of a new browser window to view the content.

COMPETENCY CORNER

This month, we discuss **Influencing and Negotiating**, which involves using persuasion to gain support and cooperation; and exploring positions and alternatives to reach outcomes that gain acceptance of all parties.

1. **Awareness:** You check your own understanding of others' communication (e.g., paraphrase, ask questions); and you listen to differing points of view to promote mutual understanding.
2. **Basic:** You persuade others by using concrete examples to make a point; recall others' main points and take them into account in your own communication; identify main negotiating points of a given issue; and engage in negotiation.
3. **Intermediate:** You use compelling arguments to convey conclusions and ideas; understand others' underlying needs, motivations, or concerns and adjust communication effectively; and demonstrate empathy with other's positions. You negotiate based on first-hand observations and information collected from both sides; and avoid using hearsay or personal opinions.
4. **Advanced:** You communicate complex issues clearly and credibly with widely varied audiences; and use situations to create a desired impact and to maximize the chances of a favorable outcome. You prepare and effectively negotiate to achieve a specific objective; make realistic compromises; and focus on achieving value-added results.
5. **Expert:** You handle strategic communication issues in high-visibility situations; handle difficult on-the-spot questions; and use experts or other third parties to influence. You demonstrate more than one negotiating style and adapt as required. When necessary, you

demonstrate an ability to step back from the negotiation process while staying focused on the objective; and take well thought-out and impactful actions to win a point or reach an agreement.

READY TO ADVANCE YOUR PROFICIENCY? Opportunities include:

Awareness/Basic:

- Read the bestselling book *Getting to Yes: Negotiating Agreement without Giving In*, by Roger Fisher and William Ury, and learn a step-by-step method for reaching mutually acceptable solutions to all types of conflict.

Intermediate:

- Watch the short on-demand video, [The Credible Leader](#), to examine the importance of credibility to leadership, ways in which you can establish and enhance your credibility, and how to avoid losing it.
- Learn how to negotiate based on observations from both sides, and avoid using personal opinions, through the podcast, [Interests, Not Positions](#).

Advanced/Expert:

Access the following Career Compass opportunities, coming in mid/late-August:

- Listen to the podcast: [Tough Negotiations: Breaking Deadlocks and Getting Negotiations Back on Track](#)
- Watch the on-demand webinar: [Influencing and Negotiating: Choose the Right Negotiation Style for the Situation](#)

Check out more learning and development opportunities in the [Career Compass Catalog](#).

CAREER COMPASS SPOTLIGHT

Join the upcoming 6-week Group Learning Program: Solving Tomorrow's Problems Today!

In an interactive group setting, you'll master problem-solving techniques to help you navigate your career and accelerate the NAVFAC mission:

- Delve into the business case for problem solving and utilize a framework for identifying and tackling problems.
- Apply a step-by-step problem-solving model to manage obstacles in your own life.
- Learn three skills vital for effective problem solving and improve your abilities using practical application tips!

WHO IS IT FOR? This program is designed for upper Intermediate and Advanced/Expert proficiency levels in Problem Solving. Two groups are available with only 25 participants per group.

WHEN DOES IT START? Group 1 begins 06 Oct; Group 2 begins 07 Oct.

READY TO REGISTER? Registration closes Friday, 17 Sep! To register, or for more information, [click here](#).



IMPRESSION MANAGEMENT Gaining Influence Through the Eight Pillars of Competence

Improve your advantage in negotiations by practicing these eight “impression management” skills. Find out why these are important and how you can use them in this [infographic](#) on the CCRC!



Show Your
Abilities



Anticipate
and Manage
Questions



Create
Positive
Associations



Share Past
Success



Communicate
Clearly and
Crisply



Communicate
Confidence
Non-Verbally



Listen, Exhibit
Tact and
Courtesy



Be
Professional

WHAT THE EXPERTS SAY...

How to Increase Your Influence at Work

According to an article from the *Harvard Business Review* by Rebecca Knight, your professional effectiveness depends on your ability to influence others. Even if you're not in a formal leadership role, positioning yourself as an informal leader will help you to advance your team's goals. Here are the six tips Ms. Knight proposes to increase your influence at work:

1. Build connections – Having good rapport with the people around you will increase the likelihood that they will be willing to hear you out.

2. Listen before you try to persuade – Treat your colleagues with respect and make them feel heard.

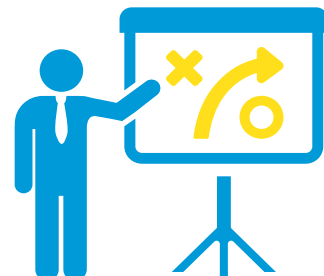
3. Mind your body language (and your tone) – Your body language and tone of voice send a message; make sure they communicate your trustworthiness and competence.

4. Develop expertise – Get involved in your subject area and don't be afraid to let it show! Being seen as an expert within your industry will increase your influence.

5. Map a strategy – When you have a particular goal in mind, create a map of decision makers that you will need to persuade and determine how and when to approach them.

6. Give people what they want – Think about each stakeholder's needs and perspectives, and share how your ideas will benefit everyone involved.

Read the full article [here](#).



SUPERVISOR ACADEMY SPOTLIGHT

Leadership & Influence

In this on-demand webinar, learn about transformational leadership and create an action plan to improve your effectiveness! You can access this webinar, and the rest of the Supervisor Academy Webinar series, at this link: https://www.navfac.navy.mil/jobs/workforce-development/ccrc/supervisor-resources/supervisor_academy/on-demand.html

IN CASE YOU
MISSED IT!



If you are unable to access the links in the previous pages, copy and paste the full links below into the URL bar of a new browser window to view the content.

Competency Corner

[The Credible Leader \(On-Demand Video\)](https://totalforcetraining.navfac.navy.mil/courses.asp?type=community_sponsored) – https://totalforcetraining.navfac.navy.mil/courses.asp?type=community_sponsored

[Interests, Not Positions \(Podcast\)](https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/conflict_mgmt.html) – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/conflict_mgmt.html

[Tough Negotiations: Breaking Deadlocks and Getting Negotiations Back on Track \(Podcast\)](https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/influencing-negotiating.html) – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/influencing-negotiating.html

[Influencing and Negotiating: Choose the Right Negotiation Style for the Situation \(On-Demand Webinar\)](https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/influencing-negotiating.html) – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/influencing-negotiating.html

[Career Compass Catalog](https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/ccr.html) – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/ccr.html

Career Compass Spotlight

[Registration Link for Group Learning Program: Solving Tomorrow's Problems Today!](https://totalforcetraining.navfac.navy.mil/course_detail.asp?course=2320&type=tft_course) – https://totalforcetraining.navfac.navy.mil/course_detail.asp?course=2320&type=tft_course

Gaining Influence Through the 8 Pillars of Competence

[Infographic](https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/influencing-negotiating.html) – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/influencing-negotiating.html

What the Experts Say: How to Increase Your Influence at Work

[Read the full article](https://hbr.org/2018/02/how-to-increase-your-influence-at-work) – <https://hbr.org/2018/02/how-to-increase-your-influence-at-work>

Supervisor Academy Spotlight

[Supervisor Academy Webinar: Leadership & Influence](https://www.navfac.navy.mil/jobs/workforce-development/ccrc/supervisor-resources/supervisor_academy/on-demand.html) – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/supervisor-resources/supervisor_academy/on-demand.html

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