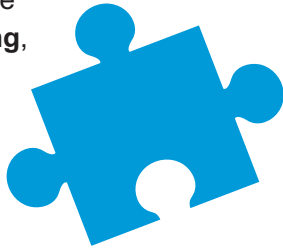


Links and videos within the Navigator are best viewed and experienced using a non-NMCI device. If you are using an NMCI machine, full links are provided on page 3. Copy and paste the full links into the URL bar of a new browser window to view the content.

COMPETENCY
CORNER

This month, we dive into **Problem Solving**, which includes anticipating, identifying, and defining problems; seeking root causes; and developing and implementing practical and timely solutions.



Review these descriptions to determine your proficiency level:

- 1. Awareness:** You ask questions and look for information that helps to identify the symptoms and causes of everyday problems. You suggest remedies that meet the needs of the situation, and either resolve problems or make supervisors aware of potential issues.
- 2. Basic:** You investigate issues with uncertain causes. You ask for information from others to identify the symptoms and causes of problems and suggest alternative approaches that meet the needs of the organization, the situation, and those involved.
- 3. Intermediate:** You apply problem-solving techniques to diagnose and solve work-related and interpersonal problems. You determine the potential causes of problems and develop ways to validate your conclusions. You regularly consider the alternatives, risks, and benefits for a range of potential solutions.
- 4. Advanced:** You diagnose problems using tools and techniques from multiple angles. You probe underlying issues to generate multiple solutions. You proactively anticipate and prevent problems and identify potential consequences and risk levels.
- 5. Expert:** You anticipate problem areas and associated risk levels. You regularly set standards to define critical issues and solutions to complex problems.

READY TO ADVANCE YOUR PROFICIENCY? Opportunities include:

Awareness/Basic:

- NEW this month – Check out these resources on the Career Compass Resource Center (CCRC) to build your skills in Creative Problem Solving!
 - Find a quick overview of the creative problem solving process in the infographic, [The 4 “I’s” of Creative Problem Solving](#).
 - Listen to the podcast, [The Creative Problem Solving Process](#), and learn the steps used with this approach (8 min).

- Join the live webinar on 26 & 28 Oct, **Solving Problems Through Reframing**, for a deeper dive (see more details on page 2).
- Jumpstart your skill-building with these resources covering other important aspects of problem solving:
 - Infographic: [Steps to Root Cause Analysis](#).
 - Podcast: [Getting to the Root of the Problem](#) (5 min).
 - On-Demand Webinar: [Solve Problems with Root Cause Analysis](#) (20 min).
 - On-Demand Webinar: [Problem Prevention Methodology](#) (8 min).

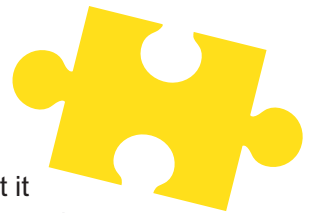
Intermediate:

- Try out the following activities to build your skills!
 - When a problem arises, treat it as a learning experience. Determine the cause of the problem (the why) and put safeguards in place to ensure it doesn't recur when faced with a similar situation in the future.
 - Talk about the role of emotional intelligence with your mentor or coach, such as empathy, understanding, and calmness in solving problems by resolving conflict.
 - Seek an assignment as a project manager on a complex initiative.
- The Group Learning Program, **Solving Tomorrow's Problems Today**, is underway! If you're interested in the program but couldn't join this session, you'll have the opportunity to build your skills through an independent study starting in December.

Advanced/Expert:

- NEW this month – Head to the CCRC to find the following resources focused on Critical Thinking:
 - Listen to the podcast, [Developing Skills for Critical Thinking](#), and walk through the steps in the critical thinking process (8 min).
 - Watch the on-demand webinar, [The Role of Bias in Critical Thinking](#), to examine how our biases impact our ability to analyze information objectively and learn how to mitigate your biases (20 min).
 - Use the infographic, [Critical Thinking in Five Steps](#), as a reference in your daily work.

You can find more learning and development opportunities in the [Career Compass Catalog](#).



WHAT THE EXPERTS SAY...

Six Mindsets of Effective Problem Solvers

You may have heard that “great problem solvers are made, not born.” In an article for the *McKinsey Quarterly Magazine*, Charles Conn and Robert McLean wholeheartedly agree, and identify six approaches used by the most effective and creative problem solvers, even (and particularly) in the midst of uncertainty. Here are the six mindsets they recommend for success:

- 1 ▶ Be ever-curious
- 2 ▶ Tolerate ambiguity—and stay humble!
- 3 ▶ Take a dragonfly-eye view
- 4 ▶ Pursue occurrent behavior
- 5 ▶ Tap into collective intelligence and the wisdom of the crowd
- 6 ▶ Show and tell to drive action



Read the full article [here](#).

CRITICAL THINKING IN FIVE STEPS

Resolve issues and challenges with novel and lasting solutions using these five steps to critical thinking. Find the full infographic [here](#).



STEP 1.
Define the problem to be solved



STEP 2.
Gather data



STEP 3.
Evaluate data and sources



STEP 4.
Establish significance



STEP 5.
Reach a conclusion

CAREER COMPASS SPOTLIGHT

Live Webinar Coming This Month: Solving Problems Through Reframing

Learn how to use creative problem solving to reframe your problems and develop lasting solutions.

Two options are available:

- 26 Oct: 1000-1100 ET
- 28 Oct: 1500-1600 ET



Ideal for Awareness/Basic Proficiency Levels. No need to register – mark your calendar and look for the email from your local Civilian Training Advocate (BD17) for more details.

IN CASE YOU MISSED IT...

TAKE INITIATIVE

If you missed the live webinar, you can now access the on-demand recording of **Succeeding Through Setbacks!** Learn how to use failure to reflect and improve, overcome setbacks, and plan for success! Designed for employees at the Intermediate proficiency level in Initiative. Find it on the [Initiative competency page](#) of the CCRC.

OCTOBER TRAINING SUMMARY

Below is a list of all SYSCOM trainings being held in October. Find more details and registration links on the [CCRC Event Calendar](#).

START DATE	EVENT
Mon, 4 Oct	Basic HR for Supervisors Offering 1 (West)
Mon, 4 Oct	FERS Benefits & Financial Literacy for Early Career Employees (Early Retirement Training)
Tue, 5 Oct	Writing to Get Things Done (East)
Tue, 5 Oct	Basic Project Management (West)
Tue, 12 Oct	Basic Project Management (East)
Wed, 13 Oct	Effective Presentations (East)
Mon, 18 Oct	Mid-Career Retirement Training (East)
Mon, 18 Oct	Mid-Career Retirement Training (West)
Tue, 19 Oct	Successful Presentations (East)
Wed, 20 Oct	Successful Presentations (West)
Mon, 25 Oct	Basic HR for Supervisors Offering 1 (East)
Tue, 26 Oct	Effective Presentations (West)
Tue, 26 Oct	Solving Problems Through Reframing (East)
Wed, 27 Oct	Building Emotional Intelligence (East; West)
Thu, 28 Oct	Communications (East)
Thu, 28 Oct	Solving Problems Through Reframing (West)



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

All Problem Solving Resources below – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/problem-solving.html

- › The 4 “I’s” of Creative Problem Solving (Infographic)
- › The Creative Problem Solving Process (Podcast)
- › Steps to Root Cause Analysis (Infographic)
- › Getting to the Root of the Problem (Podcast)
- › Solve Problems with Root Cause Analysis (On-Demand Webinar)
- › Problem Prevention Methodology (On-Demand Webinar)
- › Developing Skills for Critical Thinking (Podcast)
- › The Role of Bias in Critical Thinking (On-Demand Webinar)
- › Critical Thinking in Five Steps (Infographic)

Career Compass Catalog – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/ccc.html

In Case You Missed It...

Succeeding Through Setbacks (On-Demand Webinar) – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/initiative.html

Critical Thinking in Five Steps

Infographic – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/problem-solving.html

What the Experts Say: Six Mindsets of Effective Problem Solvers

Read the full article – <https://www.mckinsey.com/business-functions/strategy-and-corporate-finance/our-insights/six-problem-solving-mindsets-for-very-uncertain-times>

October Training Summary

CCRC Event Calendar – <https://www.navfac.navy.mil/jobs/workforce-development/ccrc/event-calendar.html>

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<https://www.navfac.navy.mil/jobs/workforce-development/ccrc.html>

