

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's focus is **Accountability**, which includes taking responsibility and ownership for decisions, actions, and results, and being accountable for both the process and the outcome.

Review these descriptions to determine your proficiency level:

- 1. Awareness:** You are aware of all work-related policies and procedures.
- 2. Basic:** You demonstrate an understanding of the link between your own job responsibilities and team goals and needs, and you follow policies and procedures.
- 3. Intermediate:** You look beyond the requirements of your own job to offer contributions to overall organizational operations.
- 4. Advanced:** You focus and guide others in achieving organizational results, and you hold team members accountable for work standards and expectations by taking action when standards are not met.
- 5. Expert:** You provide oversight of complex procedures, including delegating responsibilities and checking in to see that standards are met.

READY TO BUILD YOUR SKILLS? Opportunities Include. . .

Awareness/Basic:

- NEW this month – Head to the Career Compass Resource Center (CCRC) to find these new opportunities to build your personal accountability!
 - In the on-demand webinar, [Creating a Culture of Personal Accountability](#), learn the benefits of being “on the field”, and how to create and encourage a culture of personal responsibility (15 min).
 - Check out the new video, [Personal Accountability: From Avoidance to Ownership](#), for practical tips to help you identify behaviors that may be holding you back, and strategies to proactively build your personal accountability (10 min).
- If you haven't already, check out these additional resources to build your skills:
 - On-Demand Webinar: [Accountability: The “Self” Perspective](#) (30 min).
 - Podcast: [4 Time Management Tips for Managers](#) (6 min).
 - Podcast: [Tips for Self-Accountability](#) (5 min).



- Infographic: [Adapting to Accountability](#).
- Infographic: [Build an Accountable Team](#).

Intermediate:

- NEW this month – Find these resources to build team and project accountability on the CCRC:
 - Learn practical tips for leaders with the podcast, [How to Encourage Peer-to-Peer Accountability on Your Team](#) (5 min).
 - Use the job aide, [Creating Project Accountability](#), to create an accountability matrix for your projects and keep your team on task.
- Join the live webinar on 30 Nov & 02 Dec, **Building an Accountability Framework** – see more details on page 2.
- Take ownership of your professional growth with these additional resources on the CCRC:
 - On-Demand Webinar: [Accountability: The “Team” Perspective](#) (24 min).
 - Podcast: [Time Management Strategies](#) (6 min).
 - Infographic: [Accountability and Responsibility](#).

Advanced/Expert:

- Maintain a master list of the standards, goals, and objectives that your team is responsible for, and manage it daily to ensure all standards are met.
- Shadow a senior leader known for high standards and goal achievement. Take the opportunity to observe, listen, and ask questions.
- Schedule monthly one-on-one performance meetings with each of your team members. Use the meetings to work together to set and review short and long-term goals, and to hold team members accountable for their assigned duties and functions.

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



WHAT THE EXPERTS SAY...

Addressing an Accountability Problem

Holding people accountable can sometimes feel like an elusive task, and is often (incorrectly) viewed as finger-pointing or scorekeeping rather than planning for success. In an article from the *Harvard Business Review*, Melissa Raffoni explains that a lack of accountability is most often “the result of an underlying issue, such as unclear roles and responsibilities, limited resources, a poor strategy, or unrealistic goals” rather than an intentional desire to miss the mark. She argues that tackling accountability requires a leadership mindset, and suggests the following steps to work with your team to reach a plan for success:



- ▶ First, check in with yourself!
- ▶ Create a safe environment for the other person.
- ▶ Ensure that there is clarity and a mutual agreement on how to move forward.
- ▶ Commit to setting those you work with up for success.
- ▶ Regularly track and measure progress.

Using these steps, you can work with your team to identify issues, ensure clarity on goals and expectations, and achieve real results. You can read the full article [here](#).

CAREER COMPASS SPOTLIGHT

Live Webinar Coming This Month: Building an Accountability Framework

Learn how to create and apply an accountability framework to reach your project goals.

Two options are available:

- ▶ 30 Nov: 1000-1100 ET
- ▶ 02 Dec: 1500-1600 ET

Ideal for employees at the Intermediate proficiency level. No need to register – mark your calendar and look for the email from your local Civilian Training Advocate (BD17) for more details.

ATTENTION EAST COAST SUPERVISORS!

Strengthen your leadership skills with the Supervisor Academy’s Current Supervisor Training! The first FY22 cadre (East Coast Offering) will be held 06-09 Dec. You must be a current supervisor in your position for at least one year, and able to attend all four sessions. Applications are due by 29 Nov.

Only 30 spots are available, so apply today! Apply or find more details [here](#).

CREATING PROJECT ACCOUNTABILITY

Having a clear understanding of roles and responsibilities can help your team plan and be accountable throughout a project. An accountability matrix, such as a RACI chart, maps out every task, milestone, and key decision involved in completing a project along with each team members’ duties and responsibilities along the way. RACI is an acronym that stands for:

RESPONSIBLE	The person/people who will complete the task or process.
ACCOUNTABLE	The person/people accountable for the task or process.
CONSULTED	The person/people who need to be consulted to be able to complete the job (often subject matter experts).
INFORMED	The person/people that need to be aware of the progress and/or receive output from the task or process.

Learn how to set up a RACI chart with the job aid [here](#).

IN CASE YOU MISSED IT... CONFLICT MANAGEMENT

If you missed the live webinar, the on-demand recording of [Managing Team Conflict](#) is now available! Equip your team for continued success by building your skills in conflict coaching and mediation. Designed for Advanced/Expert levels in Conflict Management.

NOVEMBER TRAINING SUMMARY

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



START DATE	EVENT
Mon, 01 Nov	Basic Project Management (East)
Mon, 01 Nov	Planning for Retirement for CSRS & FERS Employees (West)
Mon, 01 Nov	Planning for Retirement for CSRS & FERS Employees (East)
Mon, 01 Nov	Basic HR for Supervisors (West)
Tue, 02 Nov	Writing to Get Things Done (West)
Thu, 04 Nov	Communications (West)
Tue, 09 Nov	Speaking to Get Things Done (East/West)
Mon, 15 Nov	Speaking to Get Things Done (West)
Wed, 17 Nov	Basic Project Management (West)
Tue, 30 Nov	Building an Accountability Framework



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Competency Corner

All Accountability Resources below – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/accountability.html

- › Creating a Culture of Personal Accountability (On-Demand Webinar)
- › Personal Accountability: From Avoidance to Ownership (Video)
- › Accountability: The “Self” Perspective (On-Demand Webinar)
- › 4 Time Management Tips for Managers (Podcast)
- › Tips for Self-Accountability (Podcast)
- › Adapting to Accountability (Infographic)
- › Build an Accountable Team (Infographic)
- › How to Encourage Peer-to-Peer Accountability on your Team (Podcast)
- › Creating Project Accountability (Job Aide)
- › Accountability: The “Team” Perspective (On-Demand Webinar)
- › Time Management Strategies (Podcast)
- › Accountability and Responsibility (Infographic)

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

What the Experts Say: Addressing an Accountability Problem

Read the full article – <https://hbr.org/2020/02/does-your-team-have-an-accountability-problem>

Creating Project Accountability

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

In Case You Missed It...

Managing Team Conflict (On-Demand Webinar) – https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/conflict_mgmt.html

November Training Summary

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

Attention East Coast Supervisors

Apply or find more details for the upcoming Current Supervisor Training – https://totalforcetraining.navfac.navy.mil/course_registration_listing.asp?course=1768&type=tft_course

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

