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COMPETENCY CORNER

This month, we discuss Communicating for Results, which involves clearly and effectively transmitting concepts, ideas, feelings, opinions, and conclusions –verbally and in writing. Review these descriptions to determine your proficiency level:

1. **Awareness:** You appropriately express opinions; communicate with peers in ways that support transactional activities; share information and ask questions before acting.
2. **Basic:** You communicate in ways that support team activities. You seek and share opinions; explain situational context and ask questions.
3. **Intermediate:** You communicate with co-workers at all levels to support problem solving; seek and share judgements; and handle conflict empathetically. You explain the context of complicated situations and ask probing questions.
4. **Advanced:** You speak with, compose documents for, and deliver presentations to all levels of co-workers to support problem-solving and planning. You seek consensus with team members, debate opinions, test understanding, and clarify judgments. You explain complex situations and demonstrate active listening.
5. **Expert:** You speak with, compose documents for, and deliver presentations to leaders and external groups. You guide discussions with leaders and external partners to support planning and decision-making. You challenge assumptions, model active listening, and interpret non-verbal cues.



Ready to advance your proficiency? Formal and experiential development opportunities include:

- **Awareness/Basic:** Consciously plan to speak up in meetings. Prepare by studying the agenda, conducting research, and building your confidence. Measure your progress at speaking clearly and succinctly by gauging others' reactions.
- **Intermediate:** Practice deliberate listening. Test yourself on how many people's names you can remember when first introduced in a meeting. Summarize key take-aways from a meeting immediately after it ends (not during). Draft and circulate meeting minutes and invite others to add missing details. Track your improvement.
- **Advanced/Expert:** Continue to take advanced communications courses online, such as: High-Impact Business Writing from the University of California (<https://www.coursera.org/learn/business-writing>).

CAREER COMPASS SPOTLIGHT

Check out our growing podcast library!

The Total Force Development team offers a growing list of podcasts to support your learning and development. These 5- to 15-minute audio recordings focus on a variety of competencies and topics. Find them posted on the Career Compass Resource Center, under the Competency Development menu options. On the Communicating for Results page, you'll find these two podcast titles:

- [Seven Styles of Learning](#)
- [Interpersonal Communications](#)

Download to listen and learn today!



WHAT THE EXPERTS SAY...

5 Tips for Leaders to Communicate More Effectively

In an article titled “Why Communication Is So Important for Leaders,” the Center for Creative Leadership cited five tips for leaders to communicate more effectively. Here is an edited version of their tips:



1. **Communicate relentlessly.** Communicate information, thoughts, and ideas clearly — and frequently. Keep processes open and transparent. Find time to talk to your people.



2. **Simplify and be direct.** Say what you mean. Be direct. Simple communication can be smart communication.



3. **Listen and encourage input.** Be okay with silence. Encourage the other person to offer ideas and solutions before you give yours. Do 80% of the listening and 20% of the talking.



4. **Illustrate through stories.** When you tell a good story, you give life to a vision, goal, or objective. Telling good stories creates trust, captures hearts, and minds, and serves as a reminder of the vision. Plus, people find it easier to repeat a story.



5. **Affirm with actions.** Skilled leaders know that communication goes beyond words. If people hear one thing from you and see another, your credibility is shot. So be clear on the messages you send when you aren't saying anything.

Find the full article [here](#).

VIDEO SPOTLIGHT

IN CASE YOU MISSED IT!

You can now participate in interactive recorded versions of two Virtual Collaboration courses. Find these and other learning opportunities on the CCRC: https://www.navfac.navy.mil/jobs/workforce-development/ccrc/emp_resources/comp_dev_content/comm_results.html

Virtual Collaboration for EMPLOYEES

Explore best practices for engagement, communication, and collaboration in a virtual environment. Learn the difference between interpersonal trust and task-based trust and how to develop both within a virtual setting. Acquire action steps to immediately improve your skills.

Virtual Collaboration for LEADERS

Learn about your unique role in fostering and facilitating a collaborative virtual work environment, along with best practices to support a variety of initiatives and needs. Acquire steps to immediately improve a team's productivity and boost individual engagement.

