Webinar Objectives

Provide an overview of Communications Competencies for young professionals in the Nuclear industry.

Provide remedies that can be used to take action and gain these skills within your companies.

Give some inspiration from a fellow NAYGN Member and there story regarding Communications.
Provide participants with the knowledge and skills to begin to proactively prepare themselves for a successful career in the nuclear industry.
### Introduction

**Target Audience**

The competencies listed below are for first-level supervisors, second-level supervisors, or mid-managers. These people have technical experience and are now moving into management responsibilities. The Mid-Career competencies are based on those the Energy Generation, Transmission and Distribution Competency Model identified for entry-level employees.

**Purpose**

This competency model was created to provide career development guidance for mid-career professionals in the energy industry. This Mid-Career Competencies document does not replace an individual company’s model. People are encouraged to use their company’s competency model if it is available.

This model was developed to provide guidance to those without mid-career competency models and to provide supplemental information to those organizations with partial models. Professionals can use this model as a guideline for their individual development plan by looking for opportunities that will align to competencies they will need for supervisory positions. Professionals should use this tool as a reference when creating professional development opportunities for their members.

**Business Areas**

- **BA A.1** Understands the company’s business strategy and how department goals support achievement of these strategies.
- **BA A.2** Understands contribution to the department budget and the need to manage resources appropriately.

#### Change Management

- **CM A.1** Leads and participates in organization or industry change.
- **CM A.2** Encourages others to adapt to and accept change.
- **CM A.3** Understands vision of change and demonstrates support of vision.
- **CM A.4** Reinforces and supports others through change initiatives.

#### Communication Skills

- **CS A.1** Communicates a vision to subordinates so they understand how their work supports the organization’s goals.
- **CS A.2** Presents arguments that address others’ most important concerns and needs for minimum solutions.
- **CS A.3** Elevates critical issues to own or others’ management if own efforts to enlist support have not succeeded.

#### Decision Making

- **DC A.1** Delegates decision-making to lowest appropriate level.
- **DC A.2** Makes high-quality decisions by soliciting input from others to ensure that diverse viewpoints are included in decision-making process and when taking action.
- **DC A.3** Accepts responsibility for decisions that are made and for the work product of the group.
- **DC A.4** Understands the need for conservative decision-making and makes them appropriately.

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### Individual Contributor

**Introduction**

The competencies listed below are for mid-career individual contributors. These people are fully qualified and becoming technical experts. Mid-Career Competencies build on those in the Energy Generation, Transmission and Distribution Competency Model identified for entry-level employees.

**Purpose**

Many organizations already have full or partial competency models for these mid-career employees. This Mid-Career Competencies document does not replace a company’s model but provides a tool for individuals to use in their own development and professional roles. Professionals can use this model as a guideline for their individual development plan by looking for opportunities that will align to competencies they will need for advanced individual contributor positions. Professionals can use this tool as a reference when creating professional development opportunities for their members.

**Business Areas**

- **BA A.1** Understands the company’s business strategy and how department goals support achievement of these strategies.
- **BA A.2** Understands contribution to the department budget and the need to manage resources appropriately.

#### Communication Skills

- **CS A.1** Expresses oneself clearly in conversations and interactions with others.
- **CS A.2** Expresses oneself clearly in business writing.
- **CS A.3** Delivers oral and written communications that are impactful and persuasive to their intended audience.

#### Learning & Adapting

- **LA A.1** Learns quickly and independently in the context of an activity.
- **LA A.2** Seeks opportunities to extend and deepen learning.
- **LA A.3** Learns from both successes and failures, regards all experiences as opportunities to learn and improve.

#### Planning & Organizing

- **PO A.1** Manages tasks and resources effectively to complete assignments.
- **PO A.2** Develops action plans and sets priorities in order to meet deadlines.
- **PO A.3** Keeps others aware of project or schedule changes.
- **PO A.4** Utilizes resources and gets involvement from others where appropriate.

#### Respect for Others

- **RO A.1** Encourages participation from all team members, regardless of role within the organization.
- **RO A.2** Acts with poise and with respect for others and the organization.
- **RO A.3** Demonstrates a high level of emotional intelligence in the face of conflict.
- **RO A.4** Uses language in an appropriate and sensitive way to the way it may affect people.
- **RO A.5** Acknowledges and respects a broad range of social and cultural customs and beliefs.
- **RO A.6** Identifies and respects other people’s values within the law.
GO TO


Develop Yourself for Career Success

Conference Theatre

Debra Hager
Workforce Development Manager
Duke Energy

Alexandra Vazquez (Facilitator)
PD Committee Member
NAYGN

Prepare Yourself for Career Success Objectives (Handout)

Career Success Activity Sheet – Actions (Handout)

Mid-Career Competency Model-Supervisors (Handout)

Mid-Career Competency Model-Individual Contributor (Handout)
Career Success Activity Sheet – Needs (Handout)
People who are technically experienced and are either moving or want to move into management responsibilities.
Communication Skills

### CS.2.1 Communicates a vision to subordinates so they understand how their work supports the organization’s goals

### CS.2.2 Presents arguments that address others’ most important concerns and issues and looks for win-win solutions

### CS.2.3 Escalates critical issues to own or other’s management if own efforts to enlist support have not succeeded

### Decision Making

#### DC.2.1 Delegates decision-making to lowest appropriate level

#### DC.2.2 Makes high-quality decisions by soliciting input from others to ensure that diverse viewpoints are included in decision-making process and when taking action

#### DC.2.3 Accepts responsibility for decisions that are made and for the work product of the group

#### DC.2.4 Understands the need for conservative decision-making and applies them appropriately
Individual Contributors

People who are fully qualified and looking to become technical experts.
Communication Skills

CS.1.1 Expresses oneself clearly in conversations and interactions with others
CS.1.2 Expresses oneself clearly in business writing
CS.1.3 Delivers oral and written communications that are impactful and persuasive to their intended audiences
Remedies
<table>
<thead>
<tr>
<th>Unskilled</th>
<th>Remedies</th>
<th>Take Action</th>
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<tbody>
<tr>
<td>Can’t communicate a vision to individuals on how they fit in the organization</td>
<td>1. Build a common mindset.</td>
<td>1. Make a roadmap on common causes discussing how the vision is reached via goals that you have put in place.</td>
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<td>2. Tailor the message to your audience.</td>
<td>2. Seek face to face discussions with each of your subordinates or coworkers. Explain your vision and always ask for their opinion, listen to them.</td>
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<td>3. Give a presentation discussing how a committee you are involved in fits into the company. Make it about your audience, be personal.</td>
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<td>Not a clear communicator in writing</td>
<td>1. Prepare an outline before you write.</td>
<td>1. Write to a family member or someone influential in your life. Make sure to be clear but fruitful of why they influenced you.</td>
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<td>2. Don’t drown the reader in detail that he/she doesn’t need or can’t use.</td>
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<td>3. Use action and visuals. Be passionate, engage your audience.</td>
<td>2. Write a speech for someone. Meet face to face and get to know them before you write the speech. Ask them many questions.</td>
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<td>4. Tell a story. Be concise but be yourself.</td>
<td>3. Write a public press release for the organization, or a news release about something new.</td>
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**Suggested Reading:**
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<tr>
<td>Not a skilled presenter in varying situations</td>
<td>1. Make lists. What is your objective and point you want to get across?</td>
<td>1. Seek to persuade. Persuade a group of people through a presentation on a new idea that you have developed. Indulge yourself with passion.</td>
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<td>2. Understand your audience and don’t read the power point presentation.</td>
<td>2. Create a presentation about your project you are working on and videotape yourself presenting it. Watch it, critique and do it again. Once you feel comfortable ask your mentor or supervisor to provide feedback. You can create this into an activity with several individuals and present in groups.</td>
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<td>3. Rehearse, Rehearse, Rehearse!! Take note of time, volume, facial expressions, hands and body.</td>
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<td>4. Prepare for questions ahead of time.</td>
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<td>5. Conquer stage fright. Use the audience.</td>
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**NAYGN**

North American Young Generation in Nuclear Science
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<tr>
<td>Unable to express oneself clearly with others</td>
<td>1. Think before you speak, meaning be. The meaning of ones communication is the response that they will receive.</td>
<td>1. Volunteer to be one to present a critical problem that your department is currently working on.</td>
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<td>2. Put yourself in the other persons shoes.</td>
<td>2. Discuss a topic that you are familiar with a group of people. Then discuss a topic about something you are not familiar. Realize your differences and work on them.</td>
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<td>3. Slow down. This helps you think and finish your words.</td>
<td>3. Write these questions down and ask them to yourself before difficult conversations:</td>
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<td>4. Be solution oriented. Explain your point.</td>
<td>* What is your intention for having this conversation?</td>
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<td>* What is the breakdown you are addressing?</td>
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<td></td>
<td>* What is your proposed idea? Is it economically feasible?</td>
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<td></td>
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<td>* How will it benefit company?</td>
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<td>* How will you make it work? This is where YOU come in. Have a well thought out plan of how you’l implement the changes should it meet with their approval.</td>
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<td><strong>Does not present others concerns or issues to gain a unified solution</strong></td>
<td>1. Too much individualism. Shift the focus.</td>
<td>1. Work on a team looking at a reorganization or department change.</td>
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<td>2. Find the right sources or people. Understand what you are working with.</td>
<td>2. Become a part of a team that has a lot of financial difficulties. Be the one to manage the finances and work on the remedies discussed.</td>
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<td>3. Do not be afraid of management. They are the leaders of your organization.</td>
<td>3. Resolve a conflict between 2 co-workers, employees, friends, etc. Use the tools provided in the remedies section. Be a listener and cooperative during the resolution. Share positive feedback.</td>
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Discussion Session
Questions?
NAYGN

July 16th
Learning and Adapting

Next Webinar Date
Alexandra.vazquez@duke-energy.com