

## **Unit 2: Team-Building**

### **Lesson 10: Institutional and Technical Expertise**

**Lesson Duration:** 60 minutes

#### **ENABLING OBJECTIVE:**

- **EXPLORE** the benefits of maintaining an environment of continuous improvement and continuous learning at all levels.

#### **INSTRUCTOR PREPARATION:**

1. Review Lesson 10 objectives.
2. Review Lesson 10 lesson plan and corresponding presentation.
3. Prepare to give an overview of the topic.
4. Prepare to facilitate the questions with the group.
5. Prepare to facilitate a discussion on the posed questions or capture the answers of the participants on a chart pack or white board.

#### **6. Materials:**

- a. Lesson 10 presentation
- b. Pens
- c. Chart pack paper
- d. Individual sheets of paper

#### **REFERENCES:**

MCPON's Mission, Vision, and Guiding Principles

TITLE	RELATED FACILITATOR ACTIVITY
<b>10-0 Chief Petty Officer Selectee Leadership Course</b>	<b>DISPLAY:</b> Slide 10-0 Chief Petty Officer Selectee Leadership Course.
<b>10-1 Lesson 10</b>	<b>DISPLAY:</b> Slide 10-1 Lesson 10.  <b>SAY:</b> When you become a Chief, your role changes from that of fulfilling the day-to-day job requirements to being responsible for the training and supervision of others.  Your years of experience and knowledge are expected to be shared; you will become the Chief as in “Ask the Chief.”  Your institutional knowledge and technical expertise will be relied upon to solve complex problems, and you will be regarded as a fountain of wisdom within the command.
<b>10-2 Objective</b>	<b>DISPLAY:</b> Slide 10-2 Objective.  <b>REVIEW:</b> Objective. Discuss what trainees will be able to accomplish after this session.
<b>10-3 Ask the Chief</b>	<b>DISPLAY:</b> Slide 10-3 Ask the Chief.  <b>GROUP ACTIVITY (15min):</b> Break the trainees into two groups. Ask

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	<p>each group to brainstorm answers to what “Ask the Chief” means to them.</p> <p>List answers on chart pack paper.</p> <p>Ask each group to debrief their list.</p> <p><b>POSSIBLE ANSWERS:</b></p> <ul style="list-style-type: none"><li>• Expert in Navy matters (policies/programs)</li><li>• Expert in technical rating</li><li>• Expert in leadership</li><li>• Expert in getting things done (accomplishing task)</li><li>• Expert in helping Sailors (resources)</li></ul> <p><b>ASK:</b> Is there anything on any of the lists that surprises you?</p> <p><b>ASK:</b> Why? Why not?</p>
<b>10-4 Institutional and Technical Expertise</b>	<p><b>DISPLAY:</b> Slide 10-4 Institutional &amp; Technical Expertise.</p> <p><b>REVIEW:</b> Definition of institutional and technical expertise.</p>

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	<p><b>SAY:</b> As experts in their rate, Chiefs use that experience and technical knowledge to produce a well-trained enlisted and officer team.</p>
<b>10-5 Being an Expert - Technical</b>	<p><b>DISPLAY:</b> Slide 10-5 Being an Expert - Technical</p> <p><b>INDIVIDUAL ACTIVITY (5 min):</b> Being an Expert</p> <p><b>DO:</b> Provide each trainee a sheet of paper and have them write down their individual areas of expertise and list the things that came together for them to be considered an expert.</p> <p><b>GROUP DISCUSSION (15 min):</b> Once the trainees have completed their lists, have them share their answers with the group.</p> <p><b>POSSIBLE ANSWERS:</b></p> <ul style="list-style-type: none"><li>• Technical knowledge (e.g. Machinists' mate rating and engineering field)</li><li>• Standards (e.g. military, uniform, and engineering)</li><li>• Safety (e.g. general and engineering)</li><li>• Experience (e.g. 14 yrs as enlisted, engineering, multiple platforms,)</li></ul>

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	<ul style="list-style-type: none"><li>• Education (e.g. bachelors degree)</li><li>• Training (e.g. Instructor NEC, Recruit Company Commander)</li><li>• Mentoring</li><li>• Learning from others/past mistakes</li><li>• Second language (e.g. French/Spanish/Arabic)</li></ul> <p><b>ASK:</b> Are there any two of you who are experts in the same area? If so, did you take the same path to that area of expertise?</p> <p><b>ASK:</b> How does your area of expertise contribute to mission readiness and success?</p>
<b>10-6 Being an Expert - Institutional</b>	<p><b>DISPLAY:</b> Slide 10-6 Being an Expert -Institutional</p> <p><b>INDIVIDUAL ACTIVITY (5 min):</b> Being An Expert</p> <p><b>DO:</b> Using the same sheet of paper, have the trainees write down the various resources they will utilize to help support their Sailors and families.</p> <p><b>GROUP DISCUSSION (15 min):</b> Once the trainees have completed their lists, have them share their answers with the group.</p>

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	<p><b>POSSIBLE ANSWERS:</b></p> <ul style="list-style-type: none"><li>• Fleet and Family Service Center (FFSC) – counseling, anger/stress management, financial (budget) counseling, new parent support, exceptional family member program, family advocacy program, individual augmentee support, information and referral</li><li>• Navy and Marine Corps Relief Society (NMCRS) – financial counseling, Quick-Assist Loans, loans and grants</li><li>• Naval Legal Service Office (NLSO) – wills, power of attorney, notary, representing Sailors in military affairs</li><li>• Navy Safe Harbor – non-medical care for seriously wounded, ill, and injured Sailors and families.</li><li>• Military One Source – counseling, financial counseling, health and wellness coaching, and information and referral.</li><li>• Ask NPC – online search engine or call 1-866-U-ASK-NPC</li></ul>
<b>10-7 Continuous Improvement</b>	<p><b>DISPLAY:</b> Slide 10-7 Continuous Improvement.</p> <p><b>SAY:</b> With the ever-changing environment, we need to stay current and knowledgeable on Navy programs and policies.</p> <p>There are many areas that we should evaluate for self-improvement, whether it's professional or personal.</p> <p>As the Chief, you are the catalyst for growth and improvement within your division. Challenge yourself and those around you.</p>

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<b>10-8 Continuous Improvement</b>	<p><b>DISPLAY:</b> Slide 10-8 Continuous Improvement.</p> <p><b>GROUP DISCUSSION (10min):</b></p> <p><b>ASK:</b> How will you ensure an environment of continuous improvement for your Sailors?</p> <p>What are the benefits of continuous improvement?</p> <p>Brainstorm answers and capture on the chart pack paper.</p> <p><b>POSSIBLE ANSWERS:</b></p> <p><u>Environment</u></p> <ul style="list-style-type: none"><li>• Foster a questioning environment for improvement</li><li>• Challenge Sailors beyond their capabilities and knowledge</li><li>• Develop and execute a robust training plan</li><li>• Develop and execute a professional development plan so each Sailor is involved with new tasks</li><li>• Effective Career Development Boards (CDB)</li><li>• Positive mentoring</li></ul>

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	<p data-bbox="716 282 852 321"><u>Benefits</u></p> <ul data-bbox="764 370 1419 938" style="list-style-type: none"><li data-bbox="764 370 1419 418">• More committed personnel (division)</li><li data-bbox="764 459 1087 508">• Improved morale</li><li data-bbox="764 548 1419 597">• Exceed individuals/groups limitations</li><li data-bbox="764 638 1192 686">• Achieve personal goals</li><li data-bbox="764 727 1100 776">• Sailor satisfaction</li><li data-bbox="764 816 1121 865">• Learning new skills</li><li data-bbox="764 906 1222 954">• Improving quality of work</li></ul>
<b>10-9 Knowledge Check</b>	<p data-bbox="716 1029 1409 1068"><b>DISPLAY:</b> Slide 10-9 Knowledge Check.</p> <p data-bbox="716 1117 1640 1198"><b>ASK THE FOLLOWING QUESTIONS TO CHECK FOR UNDERSTANDING:</b></p> <ul data-bbox="764 1247 1734 1409" style="list-style-type: none"><li data-bbox="764 1247 1734 1295">• How can being an expert contribute to mission success?</li><li data-bbox="764 1336 1734 1409">• What are four benefits of maintaining an environment of continuous improvement?</li></ul>



TITLE	RELATED FACILITATOR ACTIVITY
<b>10-10 Objective</b>	<b>DISPLAY:</b> Slide 10-10 Objective.  <b>REVIEW:</b> Objective.
<b>10-11 Summary</b>	<b>DISPLAY:</b> Slide 10-11 Summary.  <b>SAY:</b> Your institutional expertise is critical to successful management—from scheduling work efficiently to helping your Sailors navigate professional and personal challenges.  A Chief is immediately assumed to be an expert with a foundation of experience.  It takes effort to stay an expert—and you must do it because it is the hallmark of our profession and the key to our success or failure.