

Seafarers' Well-being (Soft Skills, HR Management) Part I

30 May 2023

11.00 - 15.00 EEST



WEBINAR

Addressed to crew officers (deck & engine) and office personnel of HELMEPA Member companies

Schedule

11.00 - 11.50	Intro to soft skills — KNOWL Lifelong Learning
11.50 - 12.00	Break
12.00 - 12.50	Assessing Behavioural Competence in shipping — RINA
12.50 - 13.00	Break
13.00 - 13.50	Crew Management and Communication Skills in the multicultural environment — Lloyd's Register
13.50 - 14.00	Break
14.00 - 14.50	Fatigue on board: understanding the risk, identifying real-world solutions — NTUA, Laboratory for Maritime Transport
14.50 - 15.00	Q&As / Wrap-up / Closure

2023
REFRESHER
TRAINING
PROGRAM

**From our
members
for our
members**



Marianna TERZIDAKI

General Manager
KNOWL Lifelong Learning

Marianna, Director General, knowl s.e., is a certified career coach specializing in Soft Skills. She has worked with knowl as a Senior Officer of Learning, while at the same time she is actively participating in knowl's social programs providing high-quality training & counselling to vulnerable groups. She has undertaken the implementation of complex projects in the fields of education and the blue economy with a social impact on thousands of young people. She has 25 years of experience in Consulting, Project Management & Marketing in leading Greek and multinational high-tech companies and holds a Diploma in Electrical Engineering from NTUA and an MSc (Eng) in Operational Research from Birmingham University, UK.



Katerina PALLA

Training Manager,
Global Marine
Training Centre
RINA

Katerina Palla is the Training Manager of the Global Marine Training Centre of RINA. She is a graduate of the School of Naval Architecture and Marine Engineering of the National Technical University of Athens, Greece, and she holds a Master's degree in Forensic Science from the University of Amsterdam, Netherlands. Her work focus started in analysis of marine incidents and root cause analysis. In her ten years of experience she has led hundreds of incidents both from the side of Shipping Companies and P&I Club Correspondence. Her professional background includes also marine training in the fields of ISM, Safety Management Systems, Internal Audits, DPA, Incident Investigation, TMSA, Behavior Based Safety, Train the Trainer, Media Handling, Assessor's Course (OCIMF), Resilience, Mental Health Awareness, Time Management, Leadership, Communication, Teamwork and other soft skills areas.



Maria KARAHALIOU

Executive Assistant to South
Europe Marine & Offshore
Manager
Lloyd's Register

Maria Karahaliou joined LR in November 2006, following the completion of her MSc. in Human Resources Management (Hons). Learning and Development is her area of expertise and currently she is responsible for designing, delivering, facilitating, and organizing training initiatives to meet the developmental needs of both internal employees as well as delivering training initiatives for a number of shipping companies. She is certified to deliver a number of Soft Skills training courses including Train the Trainer, Advanced Train the Trainer, Be the Change (change management and personal development), Management Fundamentals and she is a full accredited Insights Facilitator. As part of the Diversity and Inclusion network of LR she is currently the Ethnicity Network Co lead. Within this network they strive to promote visibility, cultural sensitivity, connections and career mobility, and are working to enhance a positive workplace setting for colleagues of all multicultural backgrounds adhering to the motto: "Unity in Diversity: for a better tomorrow".



George LYKOS

Commander Engineer
Hellenic Navy
Research Engineer
NTUA

Mr. Lykos is a PhD Candidate and a Research Engineer in the Laboratory for Maritime Transport at the School of Naval Architecture and Marine Engineering of the National Technical University of Athens (NTUA), Greece. Mr. Lykos's expertise is in marine safety and security, risk engineering, human reliability, marine casualty investigation, naval design, resilience engineering and firefighting. Mr. Lykos holds Master in Science in "Human Resources Management" from Athens University of Economy and Business and Master in Science in "Nautical and Sea Technology and Science" from NTUA. He is a senior trainer and a developer for DNV academy and for VENLYS maritime specialization services.



WEBINAR Outline | Learning Objectives

Intro to soft skills

Soft skills, also called people skills, are the mix of social and interpersonal skills, character traits, and professional attitudes that all jobs require. By the end of the presentation, participants will be able to comprehend:

- Why are soft skills important
- What are the most critical Blue Soft Skills
- How to practice and develop our soft skills

Assessing Behavioural Competence in shipping

Behavioural Competence Assessment system is a simple and flexible tool for the assessment of soft-skill competence. The system can be adopted by shipping companies and incorporated into their existing assessment or appraisal systems. If the BCAC system is properly adopted can be a tool in promotion and recruitment processes.

Participants will have an overview and understanding of the Behavioural Competence Assessment (preparation, conduct & report) and a solid comprehension of the values and characteristics of each competence (team working, communication & influencing, situational awareness, decision making, result focus and leadership & managerial skills), as well as learn how to observe, assess and verify them.

Crew Management and Communication Skills in the multicultural environment

This short webinar has been designed to initial discuss and discover the seen and unseen complexities of effectively communicating in a multicultural environment. Through the discussion of variety of communication models, we will look at the best ways to empower all crew members to use their communication skills to express themselves efficiently and effectively and empower leaders to use the most successful ways to actively listen and communicate their important message in such a way that they are well received irrespectively of both cultural and individual personality differences.

By the end of the session, you will be able to:

- Recognize the roadblocks of communication in a multicultural environment.
- Recognize your and others personal accountability and potential unseen biases when communicating in a multicultural environment.
- Find the most effective ways to communicate so that messages are well received and understood.

Fatigue on board: understanding the risk, identifying real-world solutions

Through this crash course participants will familiarize themselves with the fundamental principles of fatigue on board. The participant will understand the risk of fatigue on board and how to mitigate fatigue symptoms with realistic and applicable countermeasures.

Scope of the course is to introduce participants with the following fatigue related modules:

- Defining fatigue in the maritime environment
- Fatigue and Safety
- Causes and effects of Fatigue
- Fatigue countermeasures
- Shiftwork
- Planning for Fatigue (Fatigue Resources Management System)

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