

## BEST PRACTICE IN COMMUNICATION 1: ESTABLISHING GOOD RELATIONS

The vessel, like any workplace, is a community of individuals with unique personalities, varying skills and capacities, and diverse cultural backgrounds.

These differences often lead to conflicts. When conflicts are not properly addressed, they can negatively affect relations among employees, which can later compromise the quality of work, including safety management. Thus, it is imperative for all crew members, especially leaders, to know how to weather conflicts to maintain harmony in the workplace.

This course helps you to look at conflict in a positive way, to identify the different types of conflict, and to handle it the right way. Here you will also understand why it is more helpful to communicate assertively during conflicts or stressful events. You will learn about the differences among being assertive, being aggressive, and being passive when communicating. Finally, you will gain insights into the general guidelines and techniques for communicating assertively.



Handling conflicts



Showing appropriate  
assertiveness

We design our courses according to your needs!

We always listen carefully to our clients' needs and wishes and our courses can be delivered worldwide.

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