



## Maritime Leadership II

### Communicating effectively

This course talks about how the way you communicate can help you give and receive clear messages and instructions. It also introduces tools and methods that positively impact engagement, work culture, and interpersonal relations.

#### Overcoming communication barriers

##### Communication barriers

Communication is an essential part of human interaction. While effective communication is beneficial, ineffective, or poor communication may cause misunderstandings or even conflicts.

This topic discusses the typical communication barriers and ways to address them.

##### Communicating across cultures

How to effectively communicate with people from other cultures is a common challenge in global workplaces such as the vessel. Developing cross-cultural communication skills requires awareness and knowledge of the differences in verbal and non-verbal communication aspects.

This topic is about cross-cultural communication. It discusses verbal and non-verbal communication across cultures as well as relevant comparisons of cultural aspects. It also introduces a strategy to overcome the

barriers and effectively communicate in a multicultural vessel as well as during ship-shore communication and communication with third parties.

#### Communicating the message

##### Questioning techniques

Sometimes, other people might say things that are hard to rely on or accept as the whole truth. In order to find out what is really going on, it is important to ask the right questions.

Different techniques for asking the right questions are presented in this topic. Using such techniques can help in gathering relevant information, gaining deeper insight, and knowing the truth behind what others tell.

# YOUR HEADWAY

## **Active listening**

Listening actively is manifested when you give your full attention to the speaker, understand the complete meaning of their message, and respond to it. Through active listening, a listener shows interest, respect, and consideration to the speaker. It has a significant role in building and maintaining relationships and in motivating others to share their thoughts and feelings.

This topic introduces active listening: why it is important and what its difference from just 'hearing'. It also covers the verbal and non-verbal responses that convey active listening.

## **Giving clear instructions**

Good and clear instructions are specific, complete, and composed in a simple language. It is important that leaders always confirm with the crew that they have understood the instructions. Likewise, it is the responsibility of the crew to voice out if they are in doubt about the instructions.

This topic discusses the importance of giving clear instructions as well as the three key actions for doing it.

## **Giving feedback**

### **Appreciative feedback**

Giving appreciative feedback to the crew boosts their self-esteem and inspires them to work more safely and be more committed in achieving team goals.

In this topic, the concept of appreciation, its importance in reinforcing workplace safety, and some ways to formulate and give appreciative feedback are explained.

### **Corrective feedback**

Corrective feedback is given to individuals who have either done something unsafe or committed a mistake. The intention is to motivate them to change their behaviour in order to improve safety and performance.

This topic focuses on the importance of giving corrective feedback and the ways of doing it right using the Sandwich and SOED feedback models.