

VENLYS

Maritime Specialisation Services

**Changing the Human Performance
for the Future**



VENLYS at Posidonia 2018

Human Performance 2: Integrating
Safety Intelligence within
continuous improvement

Personalised Evidential Training

Safety Intelligence

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Editorial

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*We feel very proud and enthusiastic to announce our first participation at the great event of Posidonia 2018. Our focus during all these past years was and always is the **Human Performance** (under the framework of SAFETY-II) supporting our vision **for continues improvement and management performance.***

*In this newsletter, we present our Safety Intelligence program within the context of the TMSA 3. As a leading company in human performance, our vision for **Personalized Evidential Training** is now a reality.*

*We are also introducing our new tool for crew assessment in an effort to **enhance assessors' objectiveness**, which is a very important issue for this process.*

VENLYS at Posidonia 2018

Human Performance 2: Integrating Safety Intelligence within continuous improvement

VENLYS Maritime Specialisation Services is in great place to announce its first seminar event at Posidonia 2018. The seminar is entitled “Human Performance 2: Integrating Safety Intelligence within continuous improvement” and it will take place on Friday 8th of June, 2018 at 12:45 – 14:30 hours in Posidonia Seminar Room 2A.



VENLYS Maritime Specialisation Services, as the leading company on human element, human factors and Safety Culture assessment will present its innovative approach regarding human performance. Human is in the center of attention for the shipping industry nowadays (e.g. TMSA 3, SHELL Resilience etc.). Therefore, it is evident that all aspects of human element are significantly contributing to employee performance.

The main advantage and target of our way of thinking and dealing with our clients is that it introduces the essence of **continuous improvement** hence promotes clients in the era of **proactiveness on Safety** and in particular on Safety Culture.

The registration procedure for the event will commence in the middle of April 2018. Further information will be announced. Please note that a first come first serve policy will be implemented as seats are limited.

Personalised Evidential Training

VENLYS Maritime Specialisation Services has shown strong commitment to enforce its training methods with innovations and pioneering tools that will offer a different experience to trainees and make training courses more than just a simple training. In

that sense we would like to introduce for the first time: **Personalised Evidential Training**.

Personalised Evidential Training is an innovative training tool, which is complementary to our existing training scheme. By implementing *Personalised Evidential Training* we are able to detect specific issues/deficiencies of the trainees. The detection of the potential issues is based on the evidential experience of each trainee, e.g. level of competences, Non-Technical Skills awareness, level of safety training, safety accountability etc. Following the detection phase, a training procedure will be set up (design phase) specifically focused and adapted on the audience and on the client's needs.

VENLYS Maritime Specialisation Services ultimate goal is to offer its clients, services that are exclusively adjusted and tailored to their needs, to enhance the role and the overall performance of human factor in shipping. This will assist us to achieve our vision, which is to become a safety twin for all our clients and then establish a strong safety related network that can play a significant role in the industry.

Safety Intelligence

Safety Intelligence is a combination of accountability, decision making and leadership strategy regarding Safety, developed by the top management of a company (e.g. CEO). The proper use of these Non-Technical Skills by CEO's, can enhance their organisation Safety Level to evolve, as top management commitment is considered a crucial factor especially in **Safety II** (proactiveness) era.

Leadership Maturity Program

Leadership is considered a significant enhancement to promote safety and increase safety culture level in a company. The implementation of appropriate techniques and behaviours that leaders should have and is one of the main ingredients for the implementation of Safety Intelligence.

VENLYS Maritime Specialisation Services is introducing highly impactful, experiential, and engaging seminars for directors and managers in order to enhance their commitment to the safety mission of the company.

In these seminars the collaboration and **active involvement** of the trainees will be requested to engage them in the learning process through specific case studies from their company past experience in a theatrical and interactive way. The seminar will be exclusive for each client as they will be adapted to their specific needs and cases.

The aim of this unique tailor-made seminars is to assist leaders to be fully aware of their own actions, beliefs and increase the dissemination of the safety strategy to the company employees. In that way, through their understanding and behaviours they will be more competent and efficient to **transform their people**, hence their company.

Active Listening – Communication & Conflict management

Communication and conflict management have been identified as one of the main issues on various Safety Culture assessments conducted so far.

The purpose of this seminar is to highlight the real causes for poor communication and conflicts between colleagues, departments and shore-ship communication. In the seminar trainees will be engaged to role-play in specific case studies offered by their company past experience in order to better understand how to communicate and manage conflicts toward conflict resolution.

Our goal is to build confidence at companies' employees, both ashore and on-board, in order to have an effective and non-conflicting communication at all levels. This not only will reduce conflicts in a company but it will also assist towards the enhancement of the Safety Culture.

Crew assessment tool

Even though all companies have already an assessment process for seafarers, most of them are not able to use the data that they gather from this process. The cause for that usually is lack of objectiveness by the assessors. Moreover, there is always the hidden hazard that the assessment form or the procedure are not appropriately transferred or written to the assessors. The above described phenomenon usually results to different evaluations regarding the same person onboard, which make the evaluation biased.

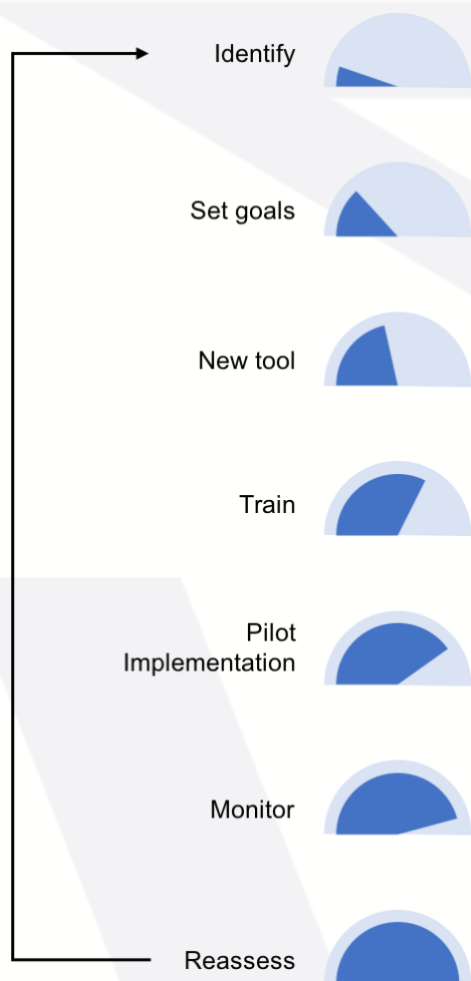
VENLYS Maritime Specialisation Services is introducing its new crew assessment tool. The main purpose of this tool is to make the assessment procedure of seafarers by shore personnel more **objective, easy to implement** and consequently make the companies able to use the valuable data of crew assessments to evaluate training efficiency and identify training needs. Additionally, this tool is based on the concept of *continuous improvement*, that is required by TMSA 3 and therefore it offers compliance with various items on specific elements.

VENLYS Maritime Specialisation Services approach on this matter is shown in the figure below.

The **first step** is to examine the assessment tool/process which is currently used by the client in order to identify any deficiencies as well as the reason for the lack of objectiveness on the assessors and in the process overall.

The following step is to set the goals of the new tool/process in collaboration with the client in order to propose and set more appropriate and objective metrics/standards. These metrics will combine technical skills along with non-technical skills (e.g. teamwork, leadership, situation awareness etc.) so as to effectively measure the performance of the seafarers' on-board ships. Additionally, the metrics that will be set in this step can be used as **Leading Indicators** which will be further

combined not only to assess crew performance but also the overall Safety Performance of the company.



The third step is the compilation of a new tool/process based on the previous steps. The goal of this new assessment tool is to be easily

implemented by the assessors, as it will be structured in such a way that the personal opinion/experience of each assessor will be minimized, hence to be more efficient and objective.

After the compilation of the new tool, assessors will be properly trained so that they will become familiar and competent to implement the new process. This will be a **training course** developed by VENLYS and delivered exclusively for each client tailor-made on the needs and base on the new tool.

Following the training a **pilot implementation**, guided by VENLYS, will be done so as assessors to fully understand all aspects of the process.

In the sense of continuous improvement VENLYS Maritime Specialisation Services will **monitor** the process in order to evaluate the progress of the assessment tool and if required further readapt it to the needs of the client.

Continuous monitoring of the seafarers' performance will provide data to the companies which can be used to better assess their Safety performance. Finally, this tool can be also a plug-in to the Safety Culture assessment process and the development of Leading Indicators of VENLYS Maritime Specialisation Services.

Train the assessors course

VENLYS Maritime Specialisation Services is collaborating with **DNV-GL Maritime Academy Hellas** in the development of a training course regarding the proper training of the assessors of personnel on-board ships. This course will be a two-day experience based mainly on the IMO Model Courses 1.30 as well as 3.12 and will assist the assessors to become competent in properly assessing the seafarers on-board. More details for the delivery of the course will be announced shortly.

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