

ST-0999I

Sea Term (International Maritime Business portion)

PS-SR-X4.1 & 2 Effective Communications

Topics:

- The communication process.
- Explanation of communication barriers with special focus on communication aboard ships.
- Communication in the digital age
- Communication in the global, multicultural, multilingual workplace

Learning Outcomes:

Upon completion of the module a student will have an understanding of

- the perceptual process model of communication.
- the barriers to effective communication between individuals and teams in a ship
- strategies to overcome communication barriers in a multilingual environment

PS-SR-X5.1 Maintaining good human and working relationship aboard a ship

Topics:

- Theories of motivation that enhance worker efficiency
- Improving work performance through goal setting and feedback
- Importance of mentoring

Learning Outcomes:

Upon completion of the module a student will have an understanding of

- the need based and job characteristics models of motivation.
- the importance of goal setting and timely and accurate feedback
- the role of mentoring in improving worker effectiveness and workplace relations

PS-SR-X5.2 Basic team working principles and practice, including conflict resolution

Topics:

- Model of effective work teams
- Tuckman's 5 stage theory of group development
- Team roles (Discussion of Task and Maintenance roles)
- Threats to team development and strategies to avoid them
- Functional and dysfunctional conflict
- Conflict management strategies
- Distributive and Integrative styles of negotiation

Learning Outcomes:

Upon completion of the module a student will be able to

- List the five stages of group development
- Describe various roles within a team
- Diagnose problems of team effectiveness
- Distinguish between Functional and dysfunctional conflict
- Gain awareness of conflict management strategies
- Distinguish between distributive and integrative negotiation and recognize circumstances when either one should be used.