

# SOFT SKILLS

**NORTH**   
SERVICE, STRENGTH, QUALITY

## IT TAKES TWO

Communication is a two way process. If one party is blocking communication by their actions, information important to the safe and efficient operation of the vessel may not be communicated. Below are some simple tips on how to make sure information is communicated freely on board your vessel.

### Tips for those in positions of authority:

- Remember, as you are the senior, this may deter juniors from speaking up.
- You must be seen as open and approachable. Do not be overbearing or angry.
- Always listen and never be dismissive.
- Ask questions and encourage others to ask you questions.
- Disseminate information to your team.



### Tips for working with senior staff:

- Ask questions.
- Do not be afraid to speak up.
- Remember seniors are human too and should appreciate your help or assistance.
- Listen to what you are being told and respond appropriately.
- Only by communicating can you become a part of the team.

