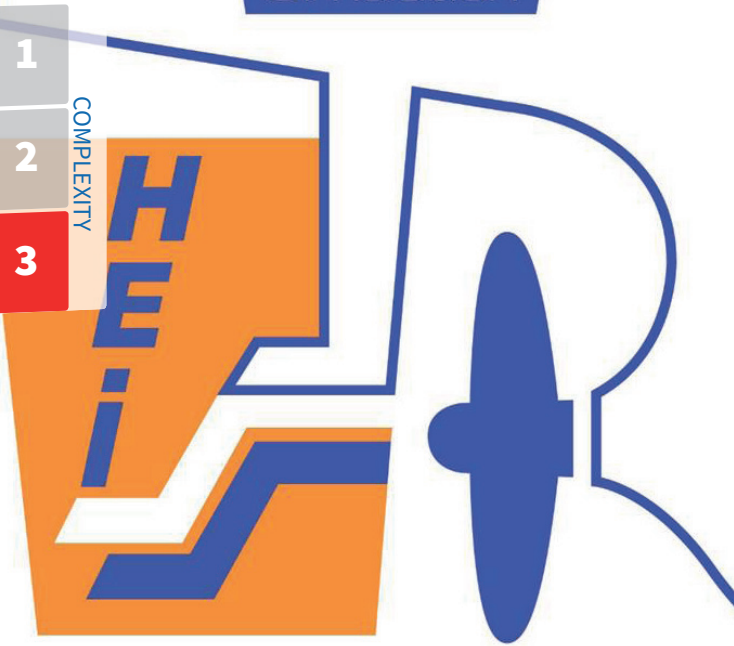


Human Element In Shipping Simulation



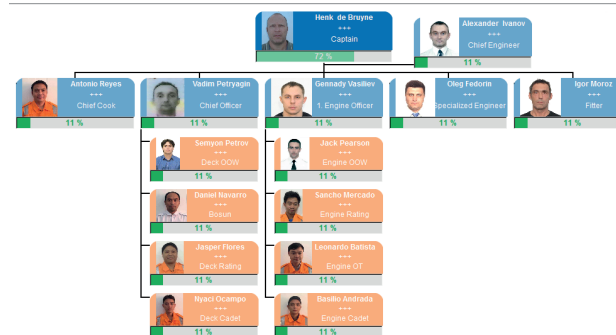
TOPSIM® – HEISS

The Human Element In Shipping Simulation (HEISS) exposes seminar participants to a possible reality onboard a vessel. Leading seafarers onboard in a continuously changing environment is the key success factor for well performing vessels. In an intercultural environment with a lot of rules and regulations, tough schedules and possible risks for life and cargo, analyzing and taking the abilities of all crew members into account within the scope of an effective communication strategy is of utmost importance.

ABOUT TOPSIM – HEISS

- ▶ The Participants of HEISS act as “fleet committee”, consulting the newly signed-on captain how he can form the crew into a high performing team and turn the company’s values into action.
- ▶ Approximately 35 different interventions and communication measures can be selected, with different time scales, scopes and implications. The captain’s goal is to inform and motivate all crew members, as well as to guide them through a team development process which enables them to improve their performance, both as an individual and as a team, and finally to anchor the behavioral change in the long-run.
- ▶ How do I lead crew members through the different stages of a team development process? How do I manage different personalities? During the simulation it is necessary to analyze the personal backgrounds, attitudes and relationships of each individual seafarer, and to incorporate them in the decision making.

‘Crew on board’



TOPICS COVERED

Maritime Management, Leadership and Teamwork

- ▶ Organization of teams, authority and informal structures, responsibilities
- ▶ Human error and situation awareness
- ▶ Personality types (f.i. Predictive Index/DISC)
- ▶ Motivation on board vessels
- ▶ Co-operation and shared responsibility
- ▶ Cultural awareness, attitudes and behaviors, cross-cultural communication within teams
- ▶ Team performance and shared mental models
- ▶ Decision making and problem solving techniques
- ▶ Continuous team development and improvement

GENERAL LEARNING OUTCOMES FOR MANAGEMENT SIMULATIONS

- ▶ Recognizing and considering external and environmental factors for team success in a dynamic environment
- ▶ Selecting and implementing strategies to achieve targets
- ▶ Evaluating people data
- ▶ Effective decision-making in a team
- ▶ Simulations leverage learning retention rates up to 80%

LEARNING TRANSFERS OF HEISS_ONBOARD

- ▶ Applying effective leadership and communication interventions on board
- ▶ Understanding and managing the emotional responses of those affected
- ▶ Experiencing the captain's leadership challenges
- ▶ Recognizing and understanding resistance
- ▶ Getting to know communication tools and understanding their effects
- ▶ Planning and deriving targeted communication measures
- ▶ "Operationalizing" the organization's values
- ▶ Improving "inter-office-thinking" within the whole organization



TARGET GROUPS

- ▶ Officers Management Level
- ▶ Officers Operational Level
- ▶ Superintendents
- ▶ Operators
- ▶ Office staff with Management responsibility

SIMULATION DETAILS

- ▶ Length: 1 - 5 days
- ▶ Max. of 5 periods with up to 25 decisions
- ▶ Number of participants: 9 – 25 (3 – 5 groups of 3 – 5 people)
- ▶ Language: English
- ▶ TeachBox as a "instructor toolbox" with a wide range of seminar concepts, related science/theory lectures and follow-up procedures in order to ensure the effective practice transfer of the topics covered in the simulation

HARDWARE/SOFTWARE

- ▶ Standard PC or notebook
- ▶ Operating system: Windows XP/Vista/7/8

WHY CHOOSE TOPSIM

- ▶ Market leader for computer-assisted business simulations
- ▶ More than 300 universities and 150 companies use TOPSIM simulations in Germany alone
- ▶ More than 1800 certified TOPSIM simulation facilitators
- ▶ Regular training courses for facilitators
- ▶ Annual user convention for training, development and exchange

WHY CHOOSE HEISS

- ▶ Based on practical experience and requirements
- ▶ Developed together with Avior Marine INC o MLC accredited
 - o Crewing for market leader in reefer shipping
- ▶ Focuses on knowledge transfer into real life practice on board
- ▶ Builds on knowledge acquired in regular leadership training courses such as HELM or MCRM (Bridge/Engine Room)
- ▶ Can be designed as full seminar or refresher course
- ▶ Can be combined with Bridge/Engine room simulators

CONTACT

You are interested in a HEISS seminar?
You have questions or require further information?

Please contact us.
We are glad to help!

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