SKILLSEA

Shore Side

Data Monitoring and Effective Communication

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- Data Monitoring
- Effective Communication

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What Data and Why Monitor?

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What Data

- Normal operation of a ship
  - Navigation Data / Voyage Data / Reporting / Fuel Consumption / Compliance (Environmental issues)
  - Cargo Data / Cargo Operation
  - Ballasting / Deballasting (Operational / Planning)
  - Tank/Hold cleaning (Readiness)
  - Other machinery (Status / Efficiency / maintenance)
  - Crew Requirements (Changes and other needs)
- Emergencies (Trainings and Drills etc.)
  - Emergency Response / Escape – Reporting Systems
  - Capabilities / Limitations
  - Search and Rescue (SAR)

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Why Monitor

- Efficiency / Effectiveness
- Early Problem detection (Reduction in efficiency)
- Performance
- Better Planning / Optimisation
- Transparency / Cross check
- Record keeping

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Main Categories of Data

- Voyage Data (Planning / Monitoring / Logs)
- Crewing Data (Scheduled changes, Certification, Training and Medical record)
- Planned maintenance Record / Data (Inventories, Requisitions)
- Certification Records (Audits, Inspections, Surveys)

- Note: Ship owner/ Operator / Manager may request any data to analyze the performance of the ship and to carry out a comparison.

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Voyage Data

- Company Requirements
- National / Port requirements. (VTS – Various Schemes)
- Weather routing / Optimizing route (Safety / Efficiency)
- Various systems / Applications – Some companies may have voyage data separate to the port data whereas others may have voyage data from port to port including loading / discharging.

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How to login to the system?

Example of one such system.
Ship staff members can log in with their unique log in credentials.

1. Click on the given URL.
2. System displays the User Login screen.

Login Screen

3. Select the user name and enter password, and click the Login button. System opens Vessel Module - Voyage PAL.

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Voyage Schedules & Planning

- A voyage is a collection of Voyage Legs. User will be able to create a register of multiple Commercial Voyages undertaken under a particular contract using this page. Also to plan the voyage leg against a voyage schedule. You can add the details of the port calls associated with the voyage leg through this page. The passage plan required for the voyage leg can also be specified through this page. Alerts and incidents will get displayed based on the alert area configured in the ports.

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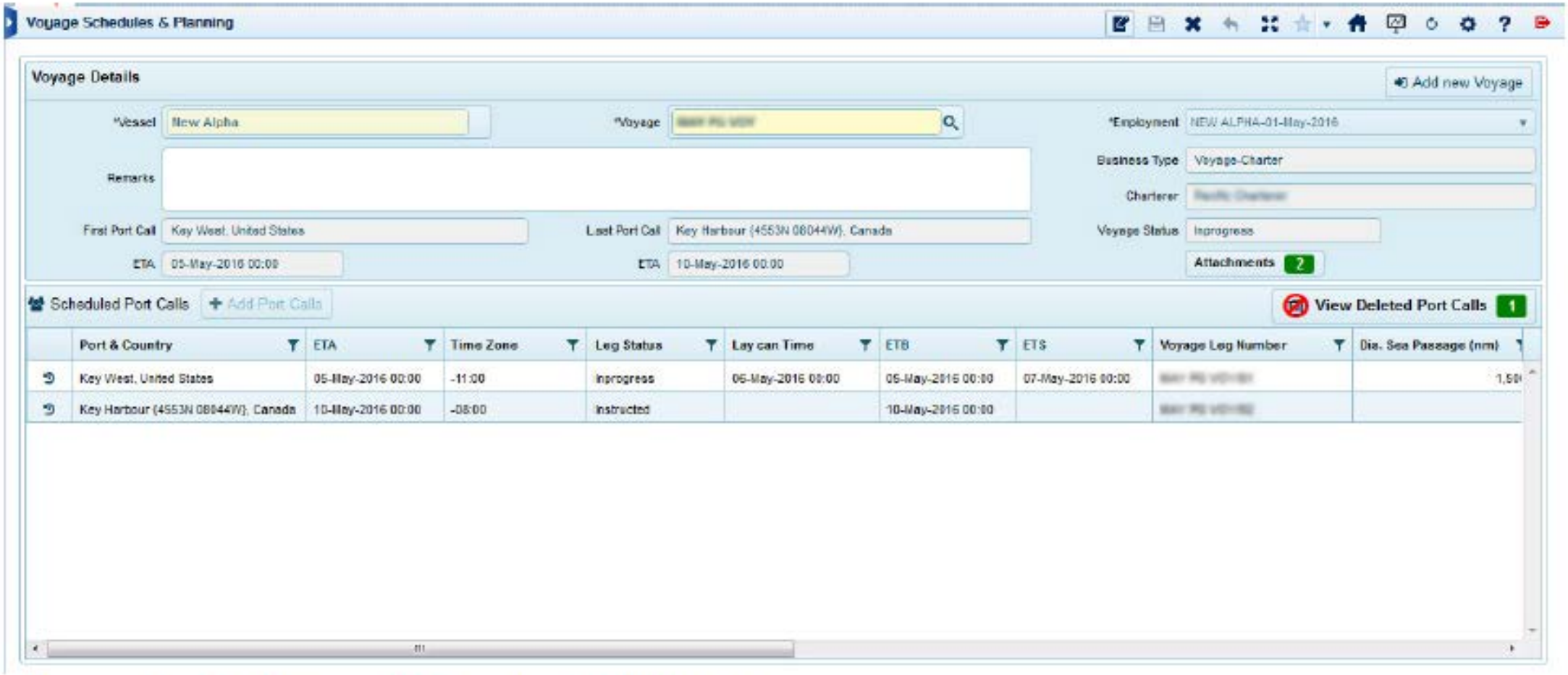
Example of voyage schedule.
Ship staff members can add /update voyage details.

Operations > Voyage Schedules & Planning



Screenshot of 'Voyage Schedules & Planning'

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Daily Logs (Log Book)

- The Log Book page helps you to add daily performance of the vessel. The daily log will be reported based on the entry made in this page. All consumptions and other performance related data during SEA and PORT stay will be recorded as part of the log book reporting.
- User can select and edit Log Book records. The In progress voyage leg is chosen by default and user can add a new log using this page. User can report consumption, equipment running hours and consumption details in the CONSUMPTION TAB.
- The values specified in vessel equipment measure points is exceeded, warnings will be generated in the Warnings tab as soon as user enters data into the Consumption tab.

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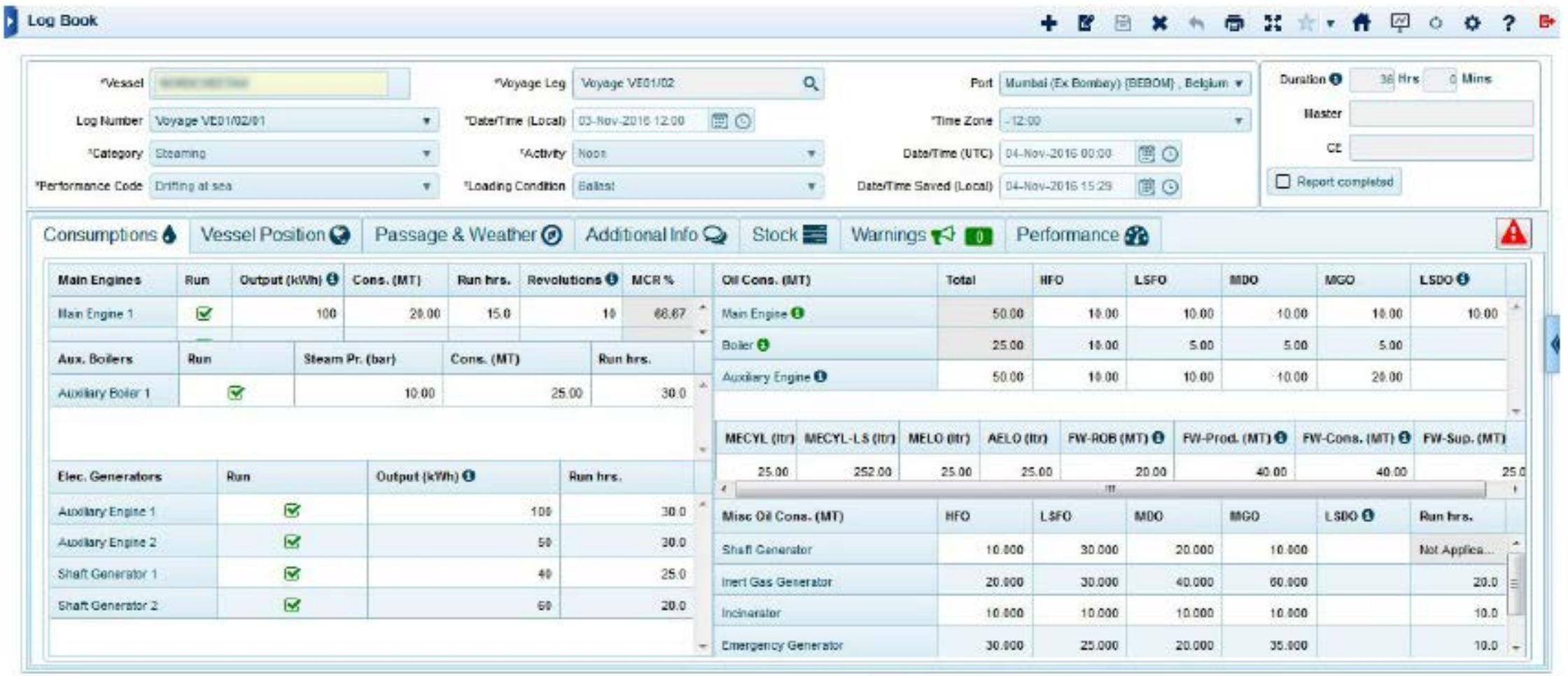
Operations > Daily Logs > Log Book

Example of Electronic Log Book.
Ship staff members can make log entries with date and time stamped.



Screenshot of 'Log Book'

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- Noon Report in the old days (2nd Officer’s role – Importance of noon position and noon sight calculation)

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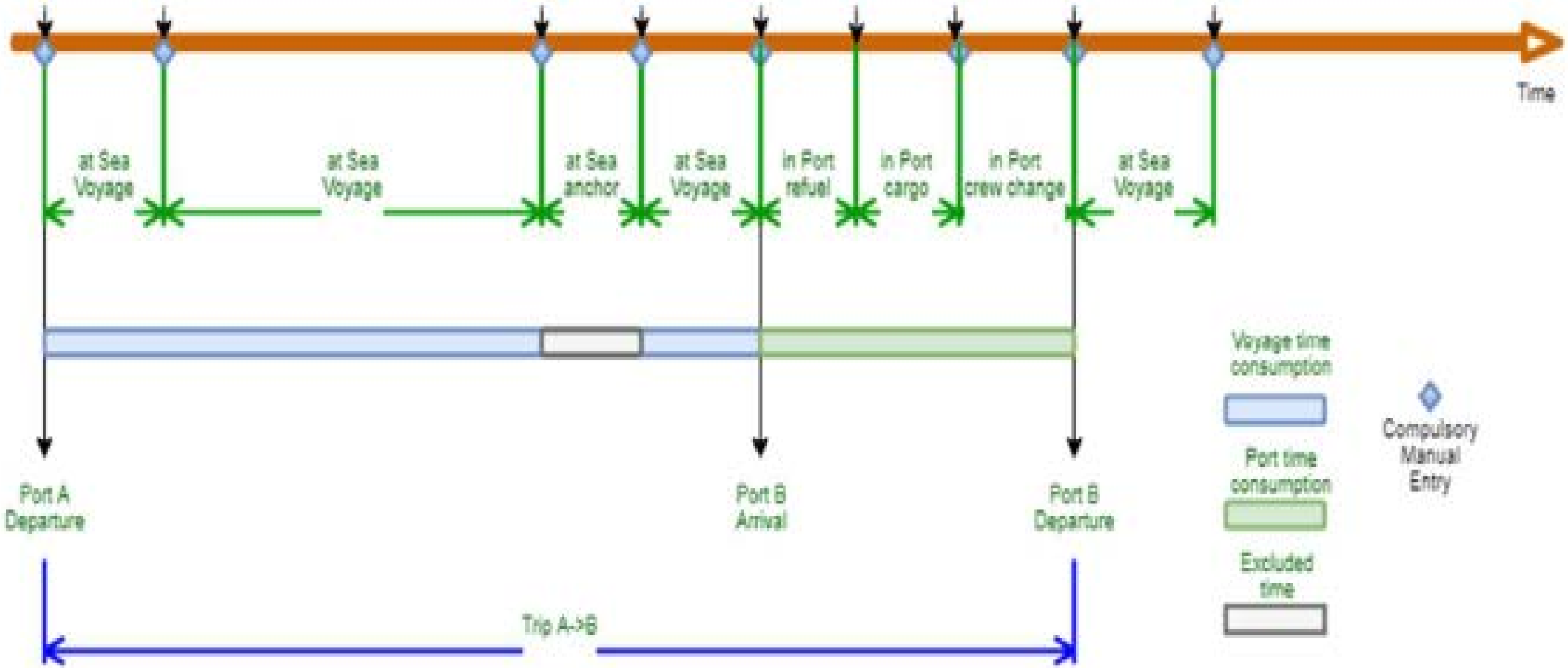
An overview of the voyage.



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Cargo related data

- Cargo monitoring through out the voyage. (Compliance with shipper’s instructions)
- Cargo loading / discharging data (Better Planning / Checking efficiency) Ship-Shore Interface.
- Ballasting / Deballasting - Time (Data required by some terminals for planning)

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- Changes in the industry / Global changes / IMO / Environmental Issues may require more for monitoring and reporting of data. i.e CO^2 emissions etc.
- Ballast water monitoring and reporting.

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Preparation of MRV report

Carbon dioxide emission monitoring

- In accordance with Regulation (EU) 2015/757 of the European Parliament and of the Council of 29 April 2015 on the monitoring, reporting and verification of carbon dioxide emissions from maritime transport and amending Directive 2009/16 / EC, the MRV report may be prepared for a single trip period (optional) and for one year period. For this purpose, the data provided by the crew during the voyages (Manual Inputs Module) is processed.
- The report prepared using the MRV module will also contain information consistent with the guidelines contained in the Directive.

- *Just an example*

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Questions

- What data.
- Why monitor (Purpose)
- How to monitor (Modern systems / Paperless / Efficient systems)
- Responsibilities – Training.
- Procedures.

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Effective Communication

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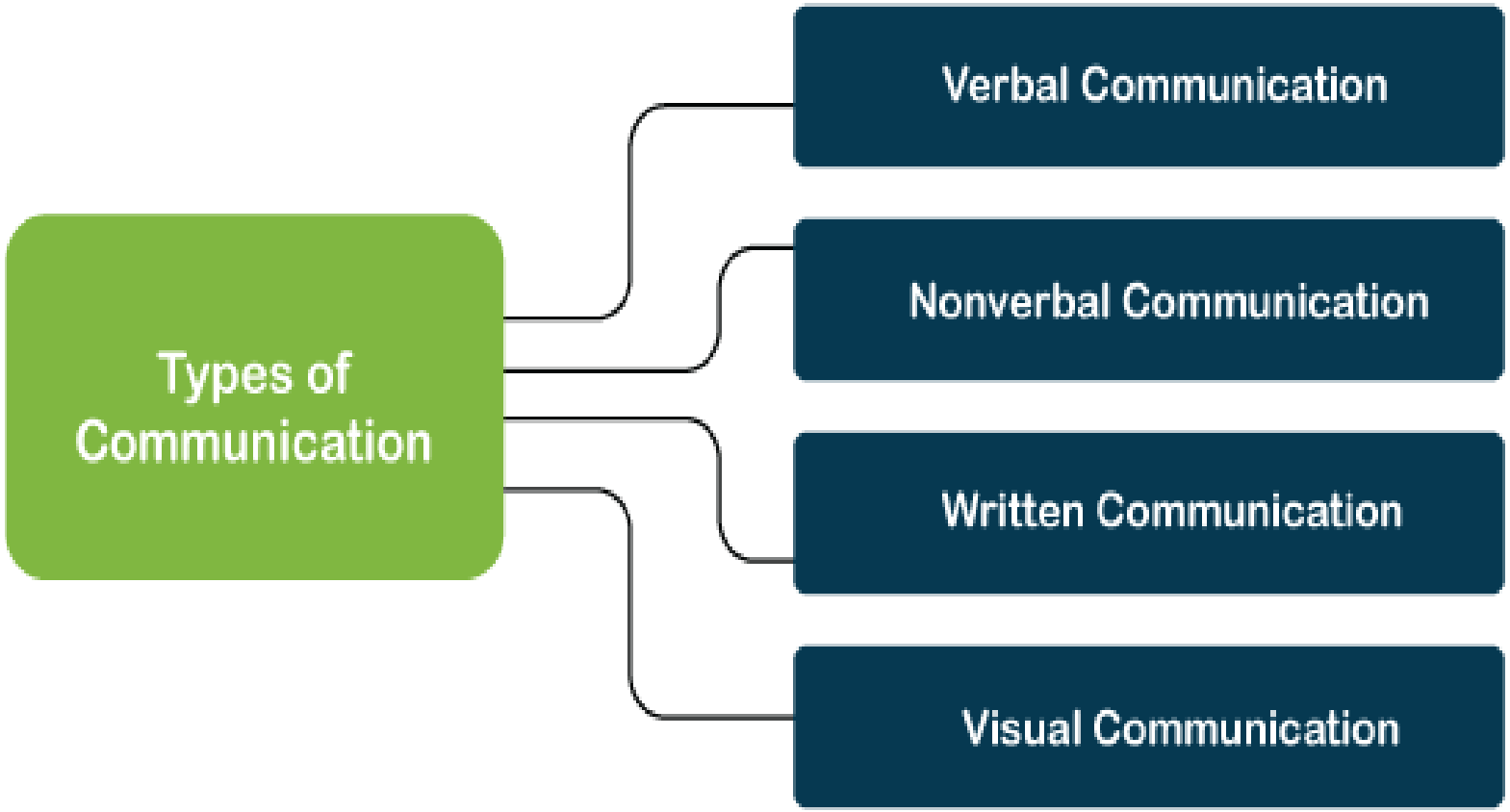

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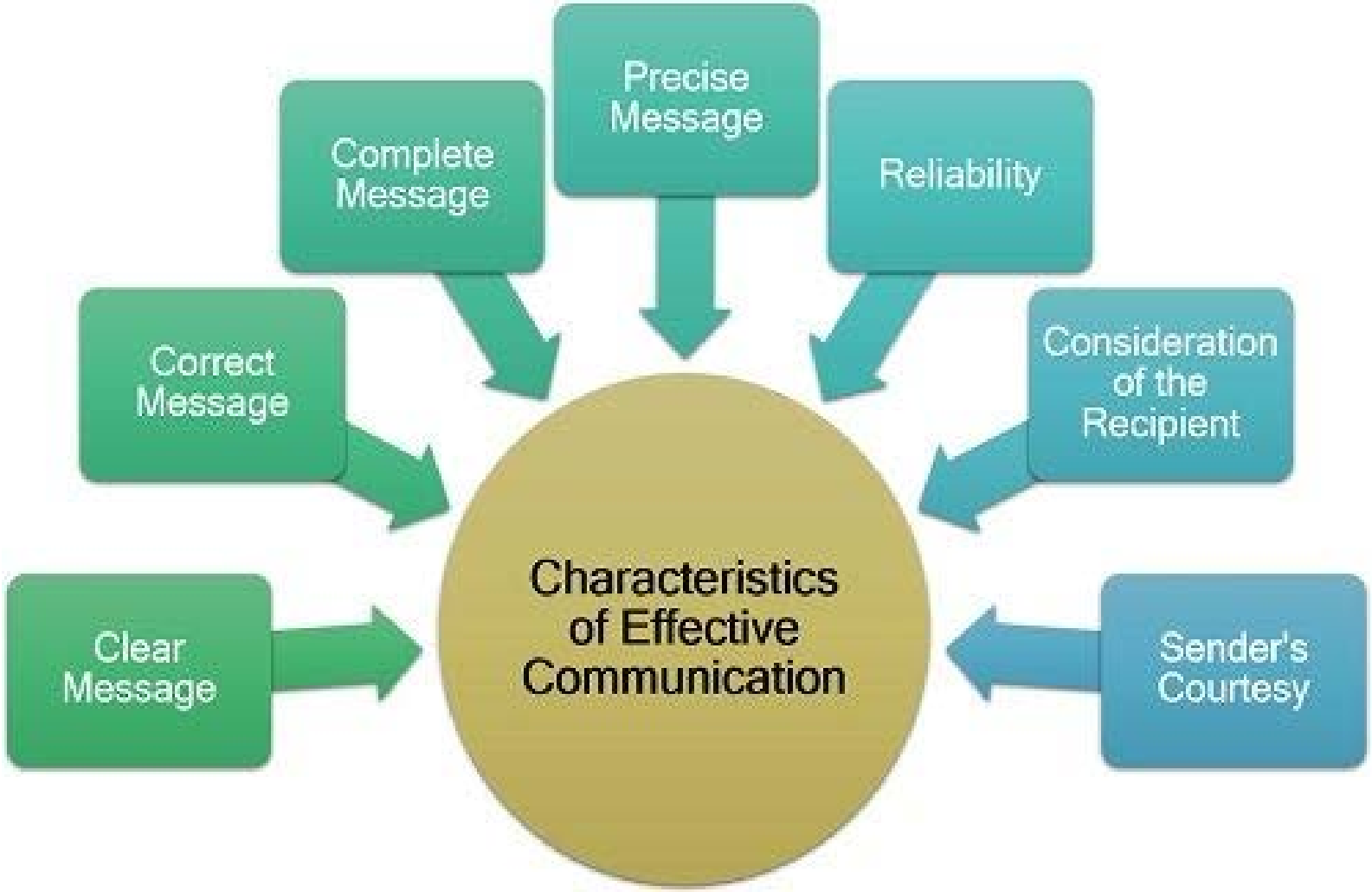

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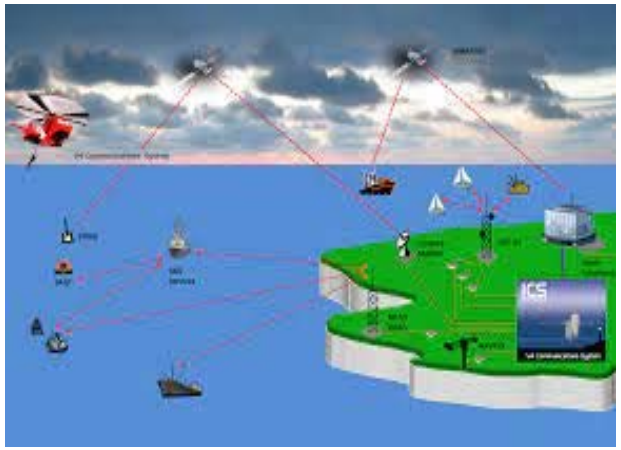
Marine communication

- Marine communication involves ship-to-ship and ship-to-shore communication and
- Inter-ship communication
- Good and efficient team work relies on effective communication between all the team members.



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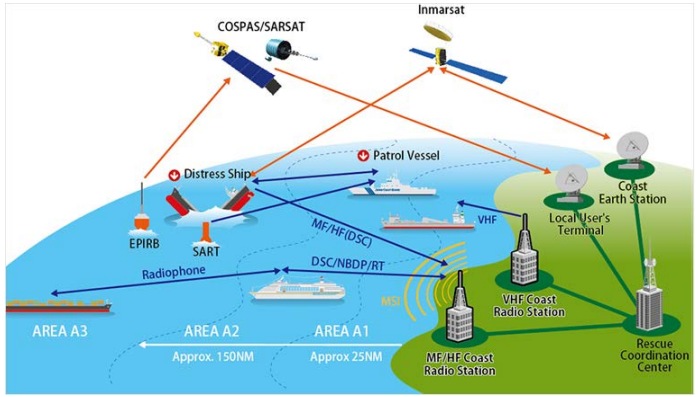
- Standardization : Standard Communication phrases.
- Procedures: Correct procedures, Channels, Check lists, Reporting chain.
- Systems : Various systems used.
- *Global Maritime Distress and Safety System (GMDSS)*
- *Competency in Radio communication required for navigating officers.*



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Effective Communication

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1-Clarity:

- Clear communication implies the communicator highlights a specific piece of information only. A clear communicator focuses on pursuing a specific goal and delivering a specific message.
- Being clear in communication helps:

- Make understanding easier and faster; Enhance the meaning of a message.

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- To communicate clearly :

- Lead with your main idea;
- Minimize the number of ideas per sentence;
- Avoid jargon, slang, and absolute language;
- Speak in short, direct sentences.

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2-Coherence :

- Coherent communication implies the information transmitted is logical and consistent.
- A coherent communicator connects all points discussed and ensures they all are relevant to the main topic.
- **Being coherent in communication helps:**
- Give credibility to your ideas;
- Avoid confusion, dissatisfaction, and exhaustion on the part of the listeners/readers.

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- How to communicate coherently
- Organize and present your ideas in a logical order;
- Connect your ideas through the use of transitional words and phrases (e.g. “as a result”, “so far”, “furthermore”, “in contrast”, “for example”, etc.).

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3-Confidence :

- Confident communication implies the communicator is in control of the communication process.

- A confidant communicator gives extra credibility to her words by stating thoughts, beliefs, ideas, and opinions assertively.

- Being confident in communication helps:

- People appear more assertive;
- Give more credibility to information presented;
- The information presented seem more professional.

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- To communicate confidently:

- Maintain a clear and stable voice volume;
- Maintain eye contact;
- Listen to others attentively;
- Look for compromises about points discussed;
- Express gratitude when appropriate;
- Offer apologies when you’re wrong;
- Positively acknowledge the contribution of others.

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4-Correctness :

- Correct communication implies there are no errors in communication.

- A correct communicator shows her respect to fellow communicators by ensuring grammar, pronunciation, and vocabulary are up to par.

- Being correct in communication helps:
- Improve the impact of the message;
- Enhance professionalism;
- Enhance comprehension;
- Avoid misunderstandings and confusion.

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- To communicate correctly:

- Think about what you want to say before you say it;
- Proof read written communication with care;
- Use a comprehensive grammar manual (or an online writing assistant).

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5-Conciseness :

- Concise communication implies the information is communicated in the fewest words possible. A concise communicator sticks to the point and keeps things brief.

- Being concise in communication helps:
- Save time and money;
- Underline your main points better;
- Make the message more comprehensible to listeners/readers.

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- To communicate concisely:

- Avoid getting distracted by additional issues — stick to the topic at hand;
- Give only a reasonable amount of information at a time.

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6-Concreteness :

- Concrete communication implies the information is presented in a specific, definite, but also vivid manner.

- A concrete communicator provides a clear picture of what she wants to convey.

- Being concrete in communication helps:
- Strengthen the confidence of your words;
- Maintain the audiences' interest;
- Avoid misinterpretations;
- Speed up the course of action.

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- To communicate concretely :

- Support your ideas with facts and figures;
- Use clear, unambiguous words and phrases;
- Provide detailed steps for actions you want undertaken.

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7-Courtesy :

- Courteous communication implies the information is delivered with respect.

- A courteous communicator is open, friendly, and honest.

- Being courteous in communication helps:

- Build and maintain a good rapport among teammates;
- People feel heard, acknowledged, and appreciated;
- Build a more loyal and productive team.

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- To communicate courteously:

- Be positive, polite, and sensible;
- Be enthusiastic and reflective;
- Consider the viewpoints of others;
- Focus the message on the audience;
- Show respect to fellow communicators.

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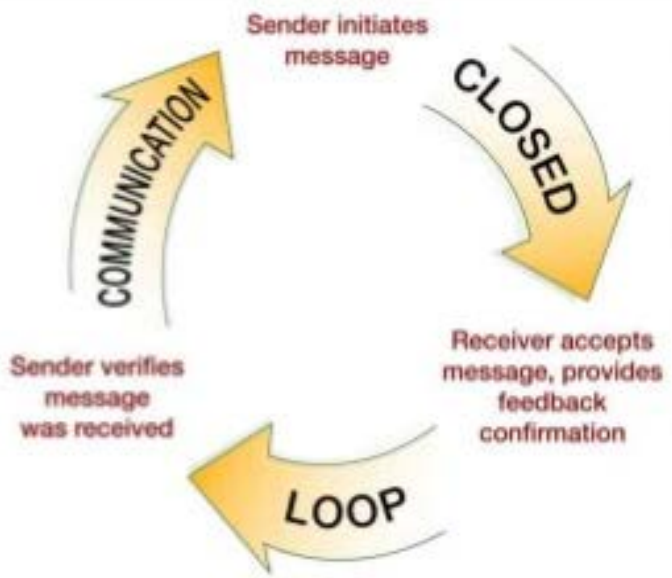
“Closed –loop” COMMUNICATION

- Closed loop communication has been shown to reduce error rates by removing ambiguity from instructions, allowing questions if the instruction was not heard clearly, and it allows others in close proximity to be aware of the proposed course of action.



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- Questions / Discussion / Group Chat
- Exchange Ideas
- Exercise (Communication)
- Examples

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Questions

- Effective communication?
- Role of communication.
- Ways of communication (Different ways / Various systems)
- Standardization – Procedures to follow.
- Radio communication courses – Competency.

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