

# Best Practice In Action - Human Factors: Management and Self Assessment on the go

Integrated - Personalized - Sustainable

"The modern Seafaring profession requires life-long development of hands, head and heart, and we at Hartmann-Group have set up our own training facilities at Nautitec and ISNTC to keep pace with the rapid industry developments and to be prepared for the future. Supporting the career development of our staff, we are combining highest standards with passion!"

Capt. Jens Grassmann, Director HR Reederei Hartmann

## What's the set up?

- Integration of human factors learning activities at Hartmann
  - Maritime Competence Course (2008 - 2015)
  - Human Element In Shipping Simulation Course
  - Shell Maritime Partners in Safety Program
    - Leadership visits, Learning Engagement Tools, Reflective Learning, Safety Campaigns
    - Resilience, Mental Wellbeing, Fatigue
  - Train the Resilience - Facilitator
  - Simulation of high-pressure scenarios Bridge/Engine
- Alignment of
  - Company vision, culture and human factors strategy, with
  - Highest standards such as OCIMF Human Factors: Management and Self Assessment
  - Client specific demands
- Personalized and self-administered
  - One platform approach connecting the different activities
  - Refreshing the best from the past, applying the present, exploring the future - following the intrinsic drive.
  - Long-term focus instead of fix-it training injections
  - Learner centered (on board - ashore - at home - own pace)

## Learning ...



by experience



by reflection



from each other



in real time



whenever - wherever



## Learning is effort - every moment is valuable!

- Together with Hartmann Gas Carriers, high-impact learning events integrating cognitive, affective and physical learning strategies have been developed and continuously improved.
- Tools range from Bridge and Engine Room simulation, Human Element in Shipping Simulation, Learning Engagement Packs, Virtual Facilitation for Officers, Digital Deep Dives, Reflective Surveys, Quizzes, Experiential Workbooks and Psychometrics
- Application of resilience principles (high expectations, active participation, caring relationships) during every learning intervention.
- Learning events and program content are linked in the myAtria platform and embedded in existing company systems like the competence management system, onboard training matrix and internal feedback-systems.

## Example: Resilience - Train the Facilitator

- Shell Resilience facilitation material makes the learning process very specific for the job challenges at hand.
- Structured behavioural learning exercises allow experiencing the learning process, as group and individually.
- A customized version of the Human Element In Shipping Simulation (TOPSIM-HEISS), provides context for the learning process.
- Highly interactive and participant driven workshops engage every participant, incorporating operational challenges, team assignments, reflection and relevant background information.
- In a nutshell, participants vividly experience the Shell model by feeling the value of Resilience, exploring Learning Engagement Tools, practicing Reflective Learning and providing feedback at Leadership Visits.

"I like the system of the course, and how it works, starting from "no idea about resilience" until becoming a "facilitator".

It's hard to develop an individual in only four days, but amazingly it works for me and as well for everybody!"

