

A Program in

Interpersonal and Communication Skills Training

Program Objectives

Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups. People with strong interpersonal skills are more successful in both their professional and personal lives.

With multi nationality crew on board ships, and people from different socio-economic backgrounds, it has become important for sea staff to develop effective interpersonal skills to function as an effective team. This program aims at imparting these skills to sea staff through an interactive workshop session with reference to ship board situations.

Program Contents

- ✓ Concept of “Interpersonal Skills”.
- ✓ Skill sets that constitute “Interpersonal Skills”, (including – Effective Interpersonal Communications, Assertiveness & Negotiating Skills, Challenge & Response, etc.)
- ✓ Concept of “Emotional Intelligence” and its relevance to developing good Interpersonal Skills.
- ✓ Factors affecting effective Team Working (Team building, Multicultural Diversity, Conflict handling, etc.)
- ✓ Utility of “Brainstorming”, in achieving a collectively taken, well thought of decision / solution to a given situation. “
- ✓ Case Studies



IMO – ICT. Rev: 1.0/October 2018



Program Duration: 1 day /7 hours

Target Participants: On-board and On-shore Officers



Our Trainers

Pawan Kapoor

A Class I Marine Engineer, Mr. Pawan Kapoor has a vast and varied working experience of over 27 years, which ranges from being a hands-on engineer, to a workshop manager, to a mentor and guide, to a Chief Executive. Pawan has lead teams of professionals and educationists for development of world-class training and educational establishments. He is the founder and head of the ISF Group and the various entities of the group.



Bhavana Hiwase

An experienced professional in Maritime, offshore and allied industries; Bhavana has an MBA in Human Resources. She has a full ACTA certification. She has worked alongside major shipping companies in maritime training & training management, human resource management, consultancy, business development. She has extensively contributed to the Learning and Development verticals of companies

