

# VENLYS

Maritime Specialisation Services

**Changing the Human Performance  
for the Future**



**VENLYS Safety Culture & Leading Indicators process**

**Personalised Evidential Training - PET**

**Resilience and Mental Health**

**Well-being, Safety and Resilience**

**VENLYS Specialised Seminars**

- Chronic Unease, Weak Signals and Human Limitations
- Safety Leadership
- Training for assessors

**Philippines Seminars**

## **Editorial**

---

by Katerina Skourtanioti  
*Managing Director*

*Mission accomplished, we established our visits in Philippines, as one of our core services. Our efforts to develop innovative new seminars and tools with focus on Human Element for our clients' evolving needs is our vision but still we could not have done this without your support.*

*We are continuously trying to be on top of the upcoming developments. More than 3 years we have been implemented Resilience with Mental health to our seminars. Therefore, on this issue, we are excited to host an article from our top-class trainer, Mrs. Mariangela Zanaki, Managing Director at CEOSAN Ltd.*

## VENLYS Safety Culture & Leading Indicators process

VENLYS Maritime Specialisation Services, as the leading company in the Safety Culture Measurement in Greece, explores the aspects of Human Factors, assesses the Safety Culture and provides the implementation steps for **the evolution of the Safety Culture level to the next level by establishing a new safety perception as part of an overall proactive safety practice.**

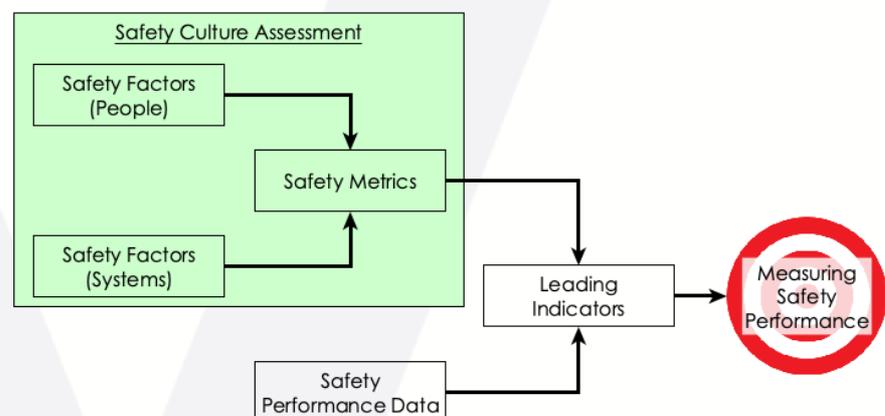
VENLYS implements **innovative** approaches, complementary to each other, to assess, explore and capture the Safety Culture of shipping companies from various factors and perspectives.

In that way a shift from **practical applications of safety from "as few things as possible go wrong" (SAFETY-I) to the "nouvelle vague" for the study of safety "as many things as possible go right" (SAFETY-II)** is introduced.

Following the analysis an **Action Plan** is formulated, which contains actions for advancing the current Safety Culture to the next level. *After the finalisation of the Action Plan a question arises "is that enough?".* The answer is NO.

Further actions are needed for a company to take all the advantages of a safety culture measurement. The identification of the appropriate **Safety Metrics** and the development of the corresponding **Leading Indicators** is essential towards to the **upgrade** of the Safety Level and the introduction of SAFETY-II in the procedures of a company.

The establishment of **Leading Indicators** is an innovative process for the identification, monitoring and the enhancement of Safety Culture in shipping companies **that is highly related with weak signals.**



Leading Indicators are selected by combining Safety Metrics with operational **Safety Performance Data** and determine significant relationships between them. The identified **Safety Metrics** and the development of the Leading Indicators are an integral part of monitoring the progress that has been achieved in relation to practical Safety Performance.

The establishment of **Leading Indicators** is an innovative process for the identification, monitoring and the enhancement of Safety Culture in shipping companies **that is highly related with weak signals.** Leading Indicators are selected by combining Safety Metrics with operational **Safety Performance Data** and determine significant relationships between them. The identified **Safety Metrics** and the development of the Leading Indicators are an integral part of monitoring the progress that has been achieved in relation to practical Safety Performance.

## Personalised Evidential Training - PET

---

Can we really measure the effectiveness of the training?

VENLYS Maritime Specialisation Services has shown strong commitment to enforce its training methods with innovations and pioneering tools that will offer a different experience to trainees and **make training courses more than just a simple training**. In that sense we would like to introduce for the first time: **Personalised Evidential Training**.

**Personalised Evidential Training** is an innovative training tool, which is complementary to our existing training scheme.

The utilization of *Personalised Evidential Training* will assist the client to detect specific issues/deficiencies of the trainees. The detection of the potential issues is based on the evidential experience of each trainee, e.g. level of competences, Non-Technical Skills awareness, level of safety training, safety accountability etc. Following the detection phase, a training procedure will be set up (design phase) specifically focused and adapted on the audience and on the client's needs.

VENLYS ultimate goal is to offer its clients, services that are exclusively adjusted and tailored to their needs, to enhance the role and the overall performance of human factor in shipping. This will assist us to achieve our vision, which is to become a safety twin for all our clients and then establish a strong safety related network that can play a significant role in the industry.

## Resilience & Mental Health

---

VENLYS Maritime Specialisation Services is the **first company** in Greece which has initiated specific **training programs for Resilience**, more than three years ago. During this period, our training services are continuously adjusted and evolved not only to the industry needs but also to our clients' feedback and monitoring.

VENLYS is focusing on all new developments for the operation, performance and well-being of seafarers (e.g. mental health, weak signals etc); this explains why from the beginning of our Resilience seminars, among others things, they provided a functioning combination of marine safety with productivity, stress management and mental health, well-being and aspects of self-awareness.

VENLYS as a leading company at soft skills implementation, will proceed to an interactive development to further incorporate the essence of Mental Health in these seminars. More details will be announced on September.

The seminars will promote the importance of Resilience with respect to marine safety, ship productivity along with the performance of the human element.

**Our goal is to offer seafarers tools to keep their mental health as well as express their satisfaction and gratitude at this effort and feel that their company truly cares for them.**

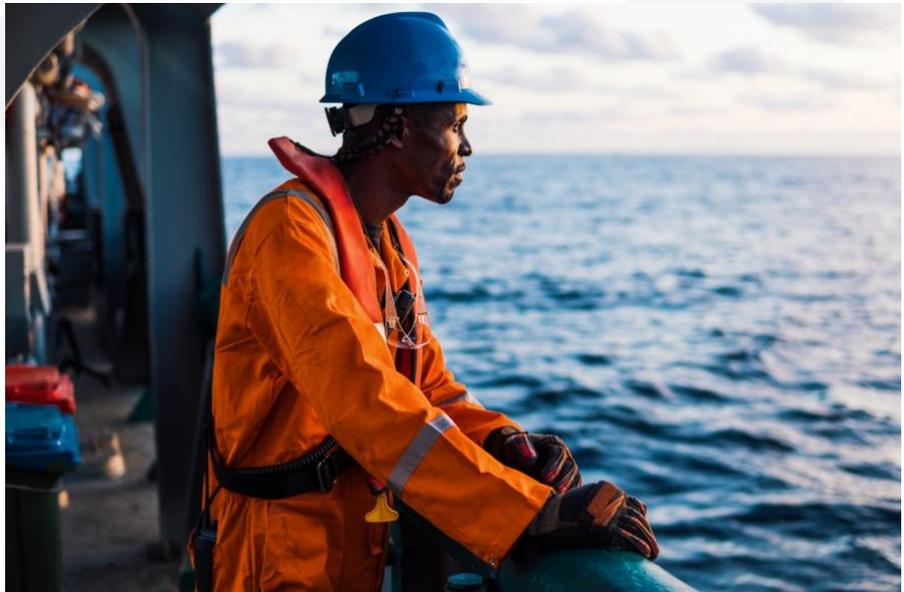


## Well-being, Safety and Resilience

---

By Mariangela Zanaki,  
Managing Director at CEOSAN Ltd.

With major initiatives coming from the IMO, OCIMF and ILO, seafarers' mental health and well-being has been rising up in the agenda for maritime organizations across the globe. An obvious association that may have gotten overshadowed by stakeholders' efforts to catch up with the sometimes overwhelming demands of the industry and overload of external



forces is that health and well-being matters, simply because all organizations depend on a workforce that is healthy, happy and productive.

It's not for only shipowners and ship-management organizations though: just last month, Sailors' Society gathered more than 1,500 signatures from seafarers in 75 countries petitioning for wellness training to be made mandatory in the MLC.

Interestingly enough, apart from a very understandable justification, especially with all the worrying indications of rises in seafarer mental health problems, this petition also has a very strong scientific validation: as modern neuroscience reveals, well-being can actually be cultivated, both from the part of the individual and the organization employing them. To do that, however, would require that the conditions for safety and the mechanisms for resilience are set in place.

Human beings, much like the shipping industry, always have one major goal in mind: to keep safe. For any setbacks or challenges that we may inevitably face during this lifetime, we are all hardwired with a highly complex and incredibly fascinating mechanism that allows us to bounce back, wiser and refreshed, ready to carry on growing and learning. The most common name for this mechanism is "resilience" and it lies at the core of any well-being intervention.

Well-being is dynamic: it is always changing; whether for good or for bad is another story to tell, one where individual and organizational behaviours get the lead role. For any organization wishing to thrive in this VUCA environment (acronym for volatile, uncertain, complex and ambiguous, i.e. the characteristics of the current global economy), the well-being of its employees, shore and ship alike, needs to be at the core of its functions, its mission even, actively fueling all its operations.

## **VENLYS specialised Seminars**

In our continuous effort to provide services of highest quality we developed innovative and ground - breaking seminars, **which can be offered globally for both shore and crew personnel.**

### ***Safety Intelligence (SI) (Safety Leadership – Effective Communication-Situational Awareness)***

A leader dedicated to safety will create reflections and will force others to follow him/her as well as increase their safety performance.

The purpose of this seminar is to evolve and assist senior officers (i.e. Masters, Chief Engineers, Chief Officers, 2<sup>nd</sup> Engineers, etc.) to enhance their commitment to the safety mission of a company, in respect with visible leadership regarding safety and positive communication.

Moreover, this course will promote safety awareness, accountability and will introduce assertive communication technics to the seafarers who are responsible for the operation of the vessels.

The goal is to boost the effectiveness of safety message dissemination within the fleets of a company by:

- enhancing safety awareness;
- improving communication skills;
- Leaders behaviours; and
- cultivating seafarers to understand the consequences of their omissions and drawbacks on-board ships.

### ***Chronic Unease, Weak Signals and Human Limitations***

Based on the safety message of “Risk Normalization and Unease Principles”

as well as the Reflective Learning Weak Signals, this seminar will aid in the comprehension of safety and safety levels from the attendees. In particular, special attention will be given to maritime safety, its value along with new ways of working with and achieving safety onboard.

The seminar will present the challenges of proper identification of weak signals as well as describe practical ways of understanding and enhancing the awareness of safety and that of weak signals.

### ***Training for Crew Assessors***

VENLYS Maritime Specialisation Services has focused on the competence management issue and has **developed the 2-day training course “Training for Assessors”**, that is being delivered in cooperation with **DNV-GL worldwide**. The course follows the principles laid out in IMO Model Course 1.30 and has been structured with the highest standards of quality by experts in marine safety and human factors. This course has started to have an increasing demand globally.

## **VENLYS Philippines Seminars**

### ***May 20<sup>th</sup> – 24<sup>th</sup> 2019***

VENLYS team was in Philippines and conducted seminars, from May 20<sup>th</sup> 2019 to May 24<sup>th</sup> 2019. We are grateful to our clients for their trust and support for this service.

Once again VENLYS Maritime Specialisation Services would like to thank the management and teams of every company in Philippines for their kind hospitality and support towards the successful completion of these seminars. We are committed to see you all soon!

## Next visits to Philippines

Due to the high demand for conducting seminars in Philippines, VENLYS is in the pleasant position to announce that its next visits to Manila, Philippines will take place:

- **September 2<sup>nd</sup> to 6<sup>th</sup> 2019;**
- **End of January beginning of February 2020;**
- **May 2020.**

### **An indicative list of the seminars that will be performed are the following:**

- Marine Safety - Resilience Implementation and Mental Health;
- Safety Intelligence (SI)  
(Safety Leadership and Effective Communication – Situational Awareness);
- Building Seafarers attitude and safety behaviour during inspections;
- Chronic Unease, Weak Signals and Human Limitations;
- Safety Awareness and Performance Management;
- Other based on the clients' needs.

In case you are interested to learn more details for this issue and reserve dates email to Mr. Alexandros Koimtzoglou at: [alexandros.koimtzoglou@venlys.com](mailto:alexandros.koimtzoglou@venlys.com).



Maritime Specialisation Services

7<sup>th</sup> Ikarou str., Kifissia, 14564, Greece

Tel: +30 210-6207758 (4 lines)

Mail: [info@venlys.com](mailto:info@venlys.com)

Representative Navigate Response

[www.navigateresponse.com](http://www.navigateresponse.com)

24/7 INCIDENT LINE: +44 (0)207 283 9915

The previous versions of our newsletter can be found in our website: [www.venlys.com](http://www.venlys.com)

To unsubscribe from our list please email at:

[info@venlys.com](mailto:info@venlys.com)