

An aerial photograph of an industrial facility, likely an oil refinery, featuring numerous large white storage tanks and complex piping. A large Maersk tanker ship, with a green and red hull and the Maersk logo, is docked at a pier in the foreground. The sky is blue with scattered white clouds.

Maersk Training

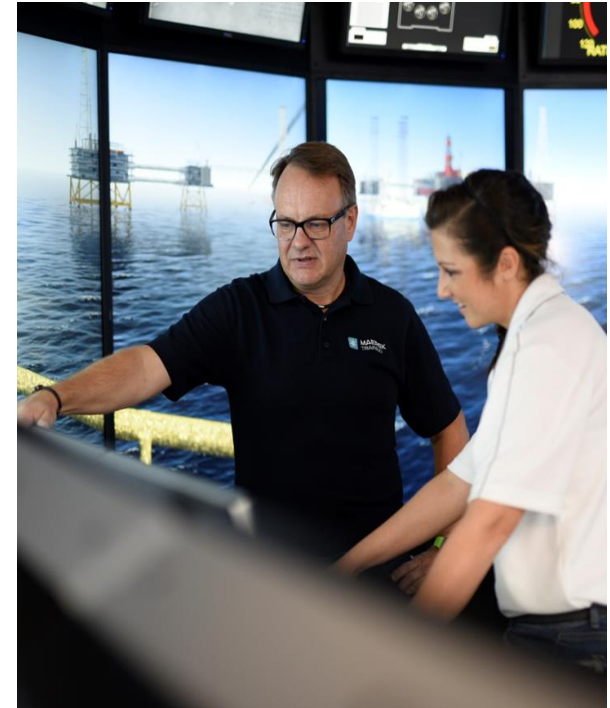
Capt. Tonny M. Moeller

7th Tanker Operator Hamburg conference - October 16, 2018
Integrating people, process and technology

Performance Enhancement of safety and operation.

Agenda

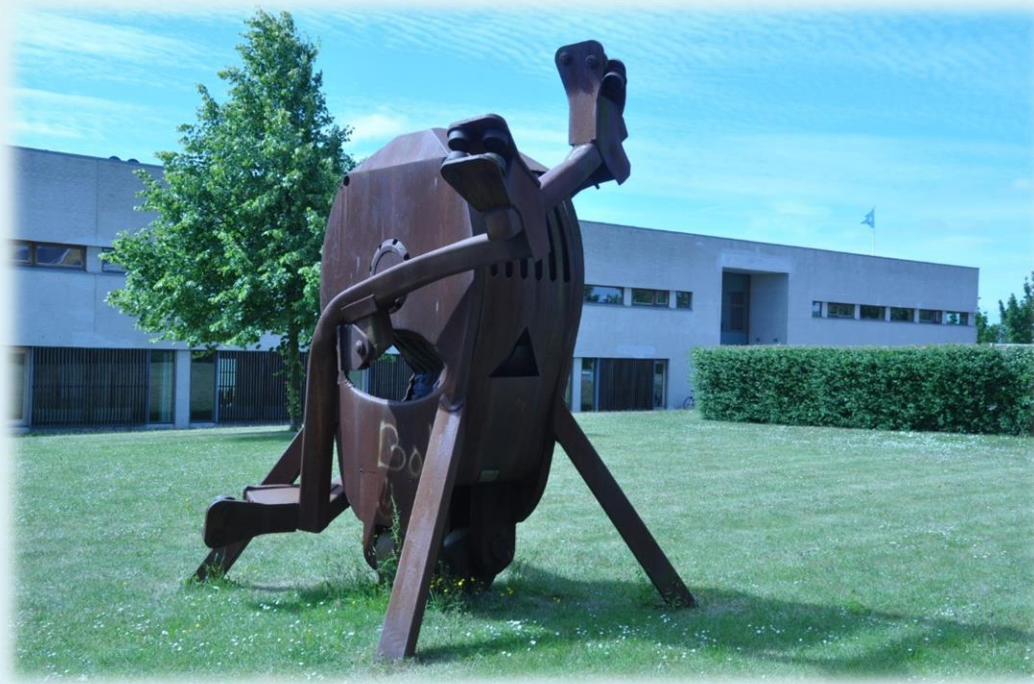
- Who is Maersk Training
- Combining human factors and technical factors in training
 - Using simulation to create a realistic environment for people to optimize performance through human factors.
 - Helping people understand the need for behaviour change
- “The Forever Learning” concept.
Getting the shipping companies committed to better training by adaptive learning and virtual reality.



Maersk Training History



Investigation showed lack of competences



MAERSK TRAINING

About

Established in
1978

10 Global Training
Facilities

7 Major Product
Lines

200+ Course Titles

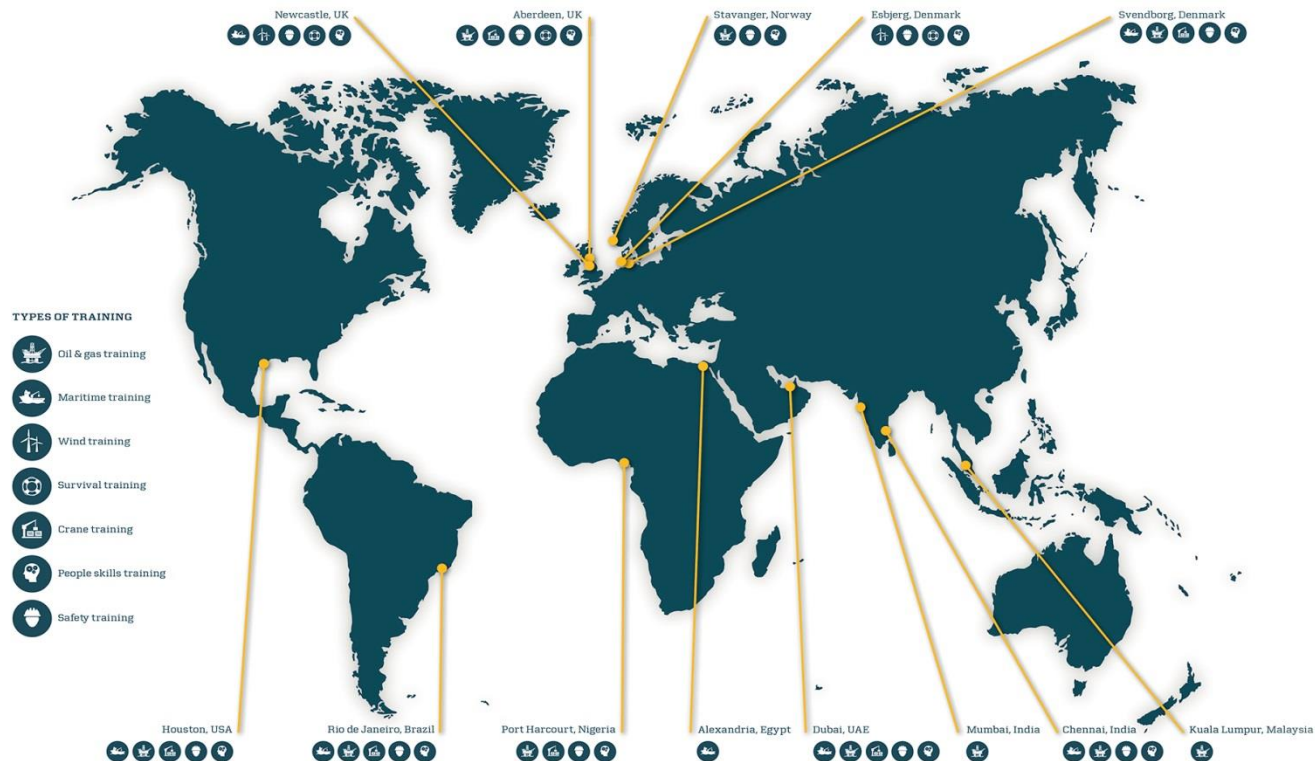
Training
Management
Services

Onboard Training
and Consultancy
Programme

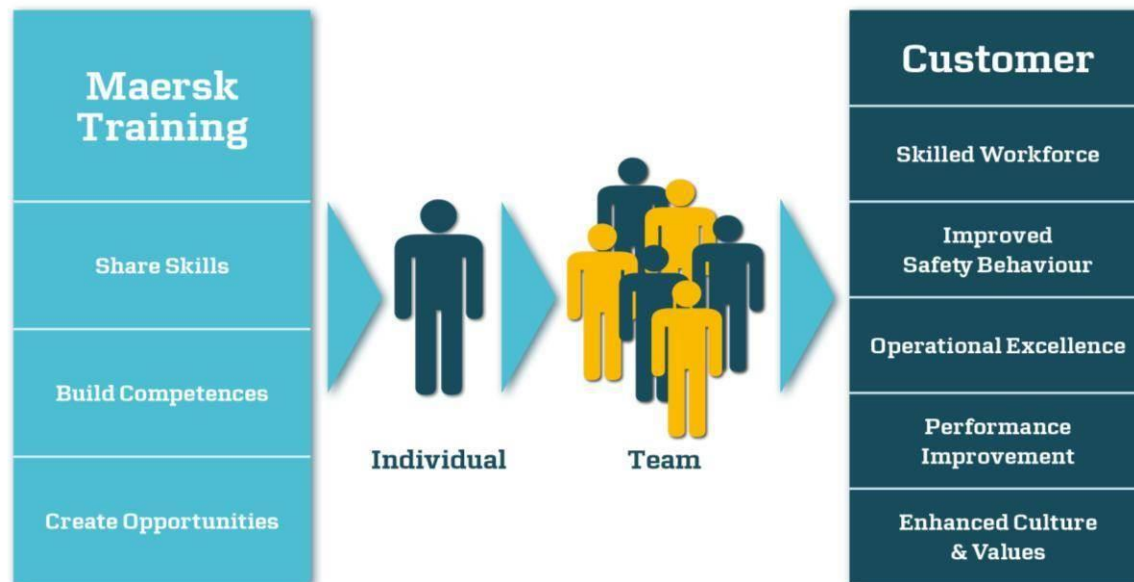
70,000 Course
Days Delivered in
2017

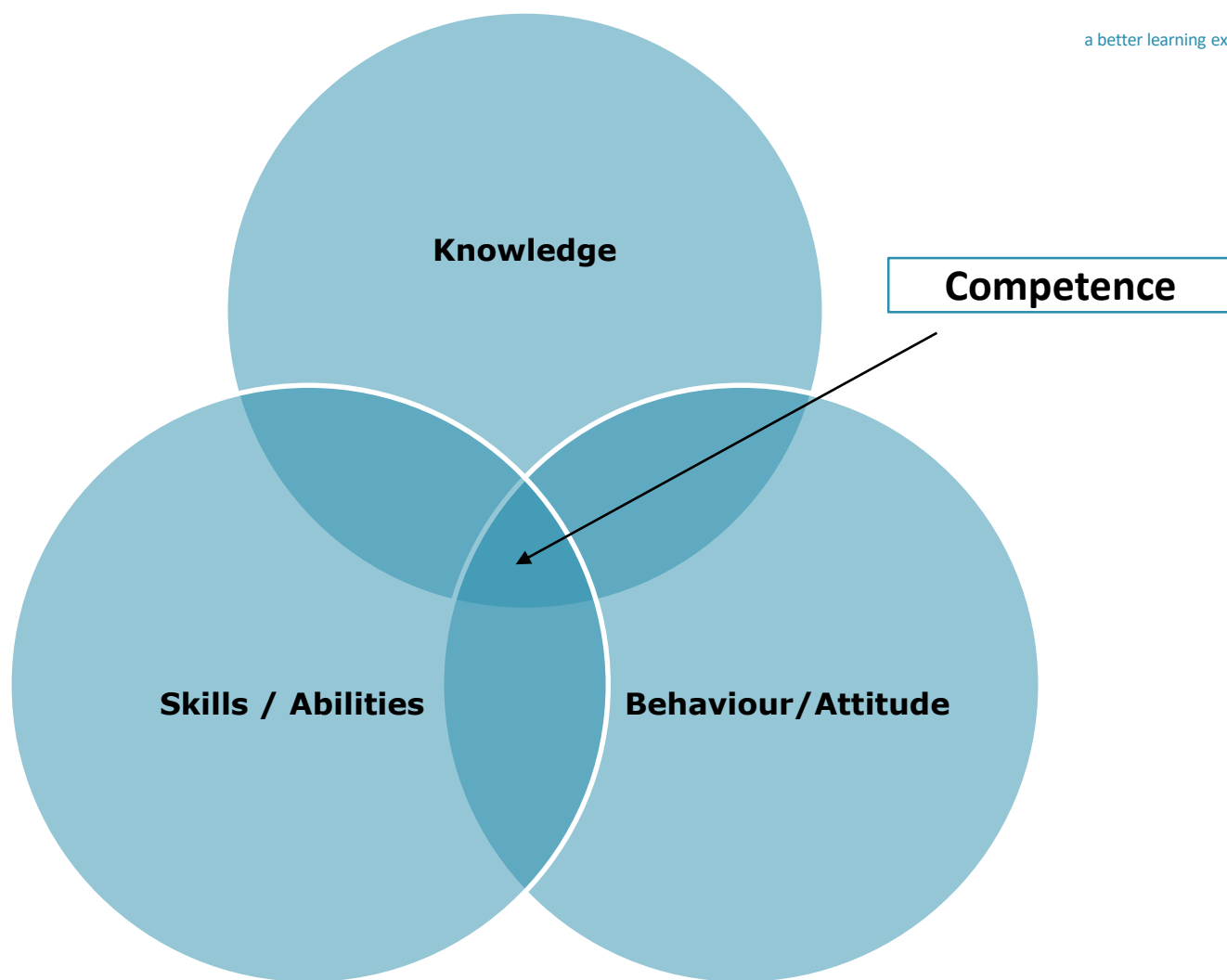
40+ Years of
Technical and
Operational
Training
Experience

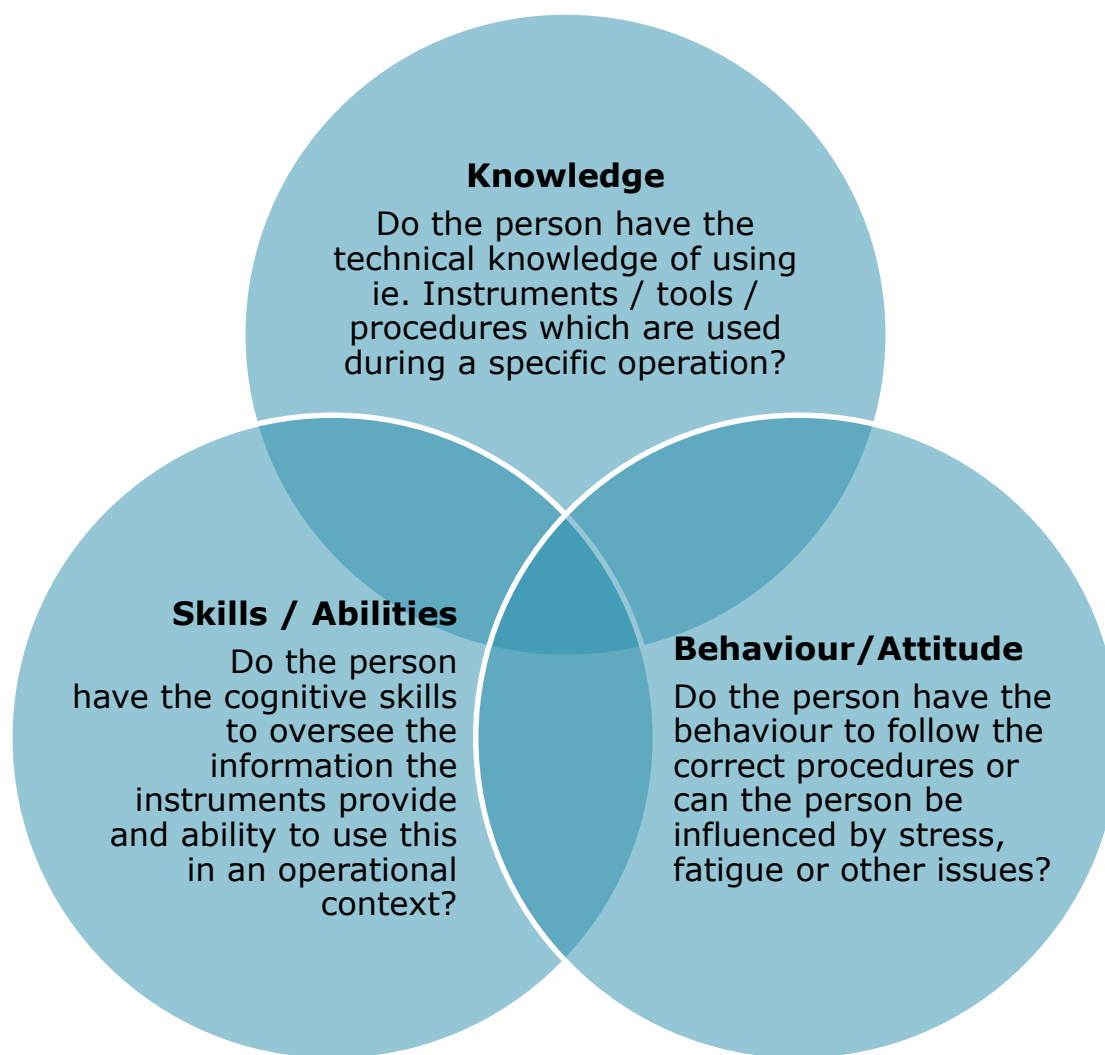
Training Facilities Overview



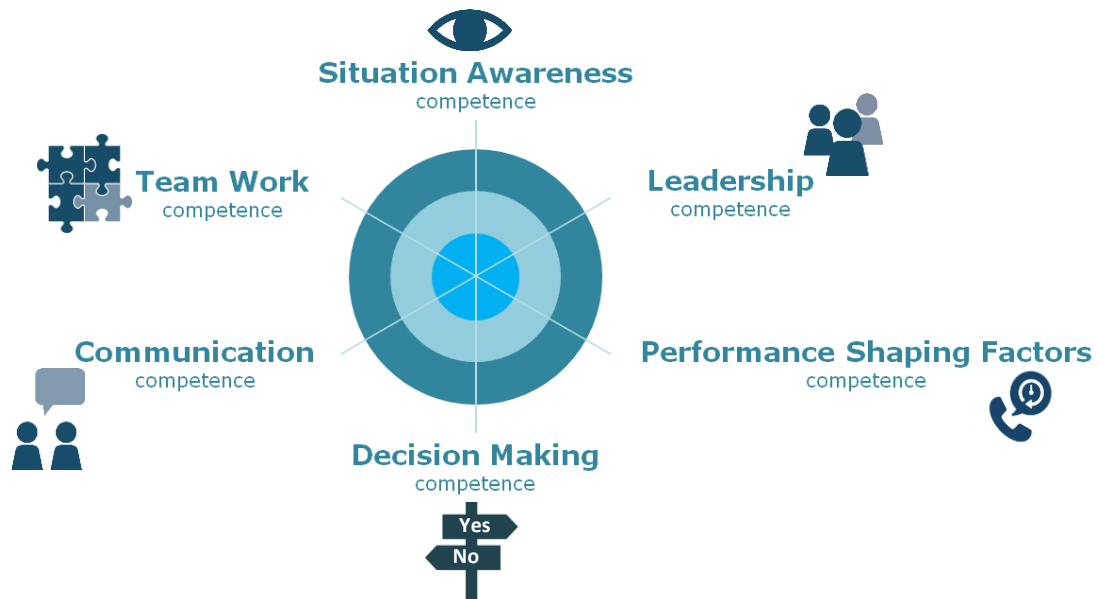
Our Philosophy







Non-Technical Skills used in our Training



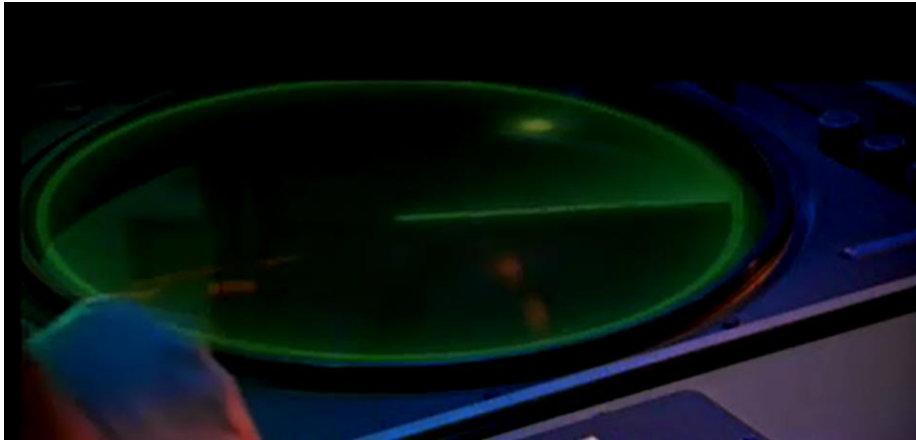


Performance enhancement

The human factors impact in a technical world.

Bridge Team Enhancement Program

So... how can we improve?

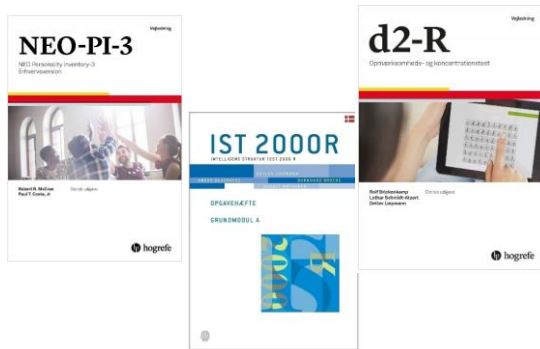


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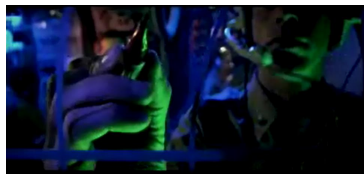
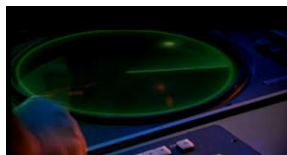
HOW?



+



Interview by
psychologist

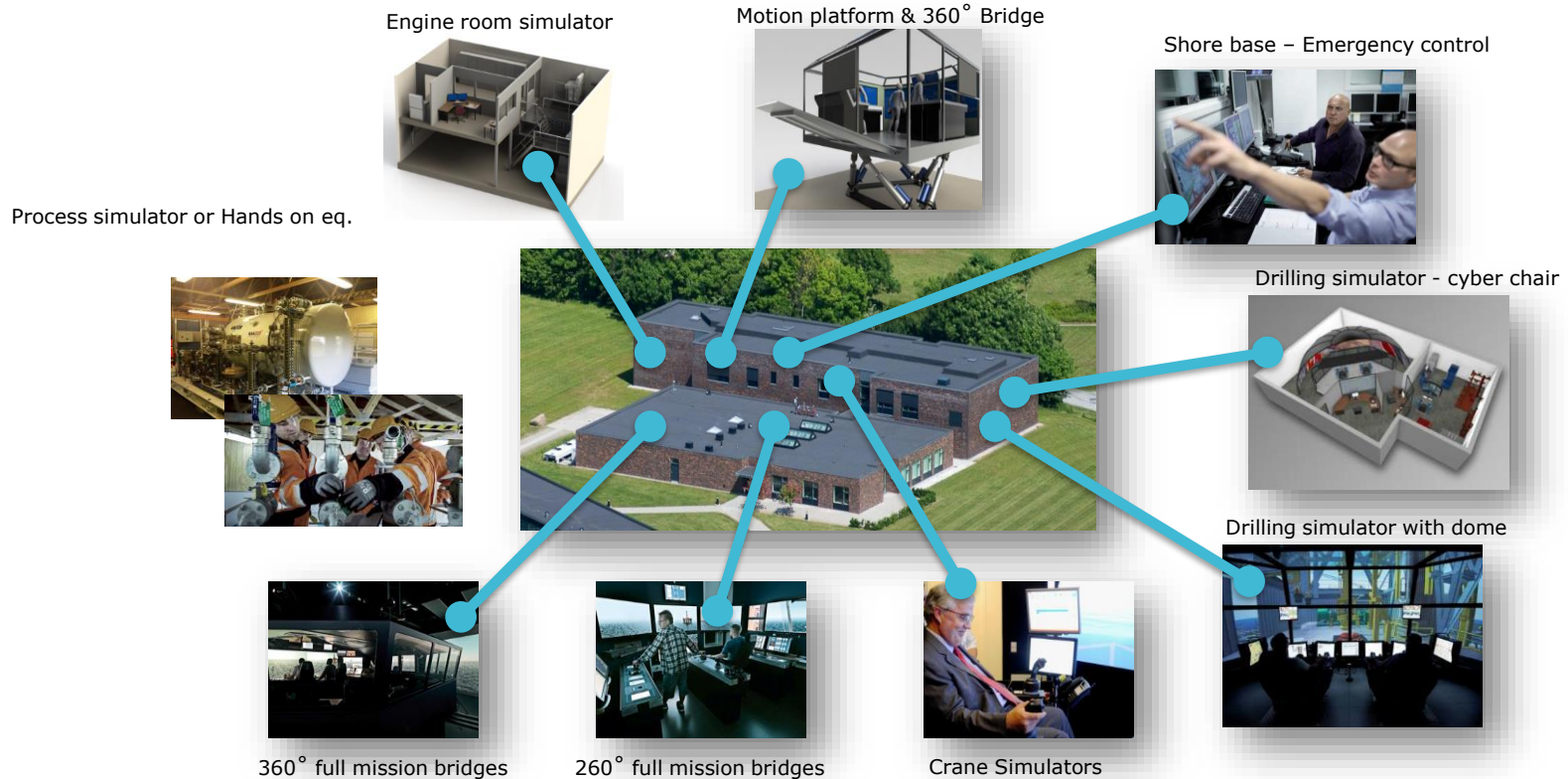


Various tests
(Technical and HF)

+

In a safe operational
environment

Technical operational tests and observations in an operational context, depending on area being assessed. Observations in an operational environment



Bridge Team Enhancement Program

Pre course:

-NEO-PI
-Theoretical
test

Day 1:

Assessment
in simulator

Tests

HF Interview

Day 2:

Feedback

(tests,
interview
and
assessment)

Day 3:

Case
exercises

Team
exercises

PEER
evaluations

Day 4:

Final
feedback

Techn. Test

Case study
to 'tie
'together HF
and
technical

Bridge Team Enhancement Programme (BTEP)

Use of psychometric tools, interviews and self-assessments to assess the candidate up against a predefined profile.

- Communication
- Leadership
- Situation Awareness
- Decision Making
- Teamwork
- Performance Shaping Factors

Team Competency Profile

(Non-technical (CRM) Skills)



Bridge Team Enhancement Programme (BTEP)

Use of simulators and theoretical tests for technical assessment. i.e.:

- Knowledge and application of COLREGs
- Knowledge and use of Radar
- Knowledge and use of ECDIS

Development of Personal Development Plan (PDP) based on extensive feedback

Example of PDP

PERSONAL DEVELOPMENT PLAN

Rank:

Name:

This is your Personal Development Plan (PDP). The PDP should follow you in the coming months to assist you in further development of your technical and Human Factor Skills.

You will work on the plan during the course at Maersk Training. The plan is dynamic and it will be updated according to findings and discussions with the instructors during the course. The plan should also be updated during your assignment(s) onboard your vessel(s) in order to secure continuous development.

The strengths identified below will assist you in your daily work onboard. You should continue to have focus on your strong sides and use the knowledge of these actively in your daily work.


STRENGTHS

1.	
2.	
3.	

In the coming pages you will find the development areas which have been identified during the course. You are welcome to use this PDP actively and add on more development areas in order to secure continuous development.

- Development Area (Headline):** Input Main area from Technical or Basic 6 (COLREGs, ECDIS, Radar, Com, Leadersh., Situation Awareness, Decision making, Teamwork, Perf. Sh. Factors)
- Description of Development Area:** Detailed description of specific 'facet' within the area
- SMART goal:** Goal for the development, based on SMART principle
- Action Plan sections:** Action plan sections are the detailed description of how to reach the goal described above.

Example report


Bridge Team Enhancement Program

PERSONAL ASSESSMENT

Name: Mr. Peter Peter X
Rank: 3rd Officer
Instructors: Karsten L. Haegg (tech) / Frank Lamberg Nielsen (psykologist)
Period: 5Q/2017

	1	2	3	4	5
Communication	1				
Situation Awareness	2				
Decision making	2				
Teamwork			3		
Performance Shaping Factors				4	
COLREGs Focus			3		
COLREGs Other			3		
Radar			3		
ECDIS					5

Technical Assessments
 (COLREGs, Use of Radar, Use of ECDIS) - Objective tests, Simulator tests and assessments

Non-Technical Assessments
 (Communication, Situation Awareness, Decision Making, Leadership, Teamwork, Performance Shaping Factors) - Objective tests, Interview, Self-Evaluation, Peer Evaluation, Simulator assessments

Overall assessment conclusion

Classified as Confidential / User defined protection

Page 1 of 2

Examples of norm (score 3):

Communication

Norm: Seeks influence, is willing to speak up and

Situation Awareness

Norm: Registers problems, collects, interprets, and anticipates what

Decision Making

Norm: Creates an overview and identifies given problems, evaluates and prioritizes

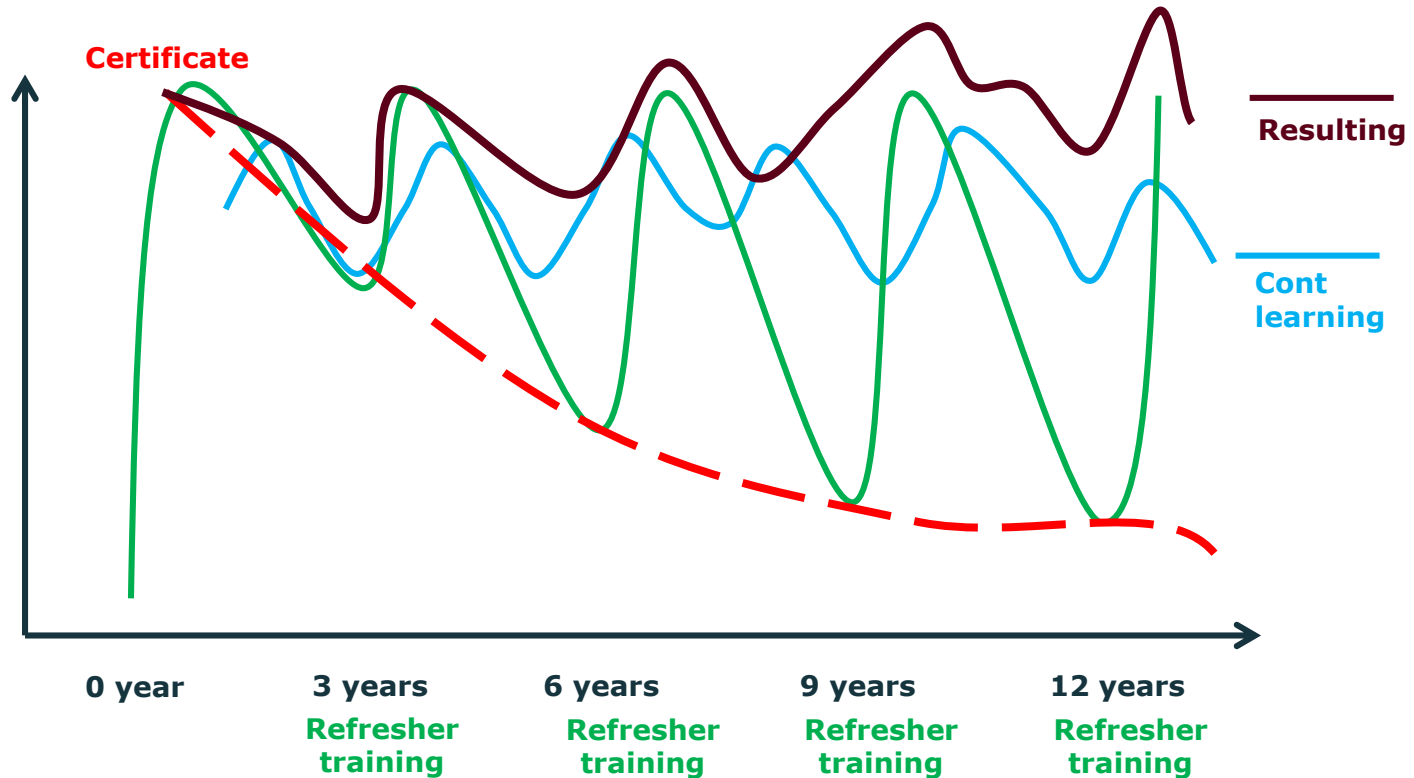
Leadership

Norm: Is in possession of relevant knowledge of work and procedures, and is capable,

COLREGs

Norm: Knowledge of COLREGs and understanding of how to apply these in an operational context

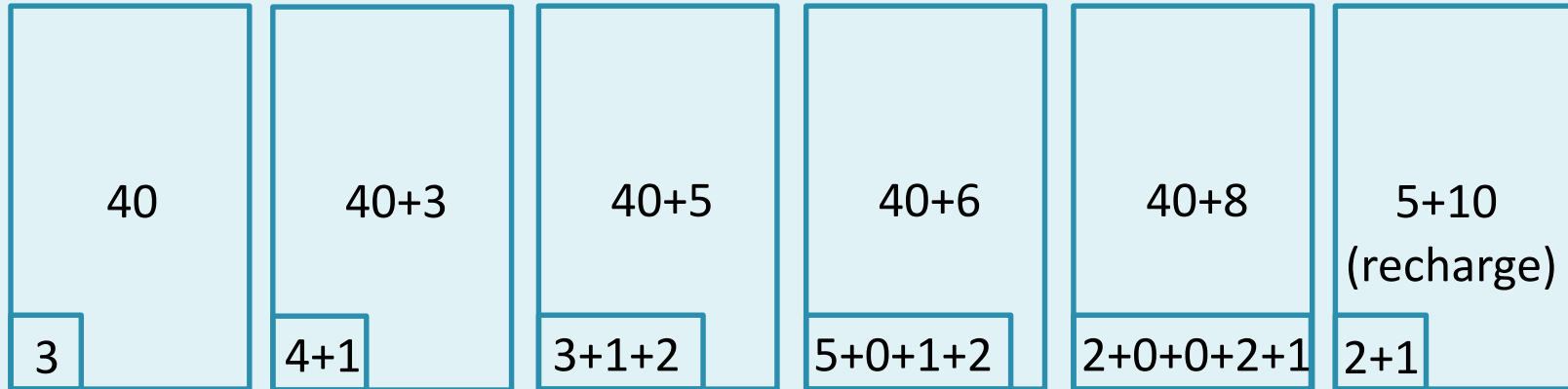
Learning retention



Adaptive learning through E-learning and/or Virtual Reality

200 questions + repetition/recharge ie. 1 years

Week 1-10 Week 11-20 Week 21-30 Week 31-40 Week 41-50 Every month



Case for adaptive learning

- Medical doctors in USA, New England Journal of Medicine.
- Official knowledge test every 5 years in 2% of the syllabus.
- Now adaptive learning is approved with 100% of the syllabus over 5 years when convenient for the doctor and unlimited access to information when needed.

Do you know the answer?

I KNOW IT **THINK SO** **UNSURE** **NO IDEA**

THANK YOU

Let's stay in contact



Let's stay in contact



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