

The background features a complex molecular structure composed of numerous black spheres connected by thin, light-colored rods. The spheres are arranged in a somewhat regular, grid-like pattern, with some rods extending outwards. A single, prominent red sphere is positioned on the left side of the frame, connected to the main structure by a rod. The overall lighting is soft, creating subtle shadows on the surface below the spheres.

Communication

LESSON 4

Communication is the key for a leader to influence, inspire and guide their team to a shared goal. Great leaders understand the importance of the communication on the daily bases and they use it to build relationship between the personel and foster collaboration.

According to Johnson and Hackman in their book "Leadeship:A communication perspective" there are 3 leadership communication styles;

- ① **Democratic**
- ② **Authoritarian**
- ③ **Laissez-Faire.**

Styles of Leadership Communication

Democratic	Authoritarian	Laissez-Faire
Involves followers in setting goals	Sets goals individually	Allows followers free rein to set their own goals
Engages in two-way, open communication	Engages primarily in one-way, downward communication	Engages in noncommittal, superficial communication
Facilitates discussion with followers	Controls discussion with followers	Avoids discussion with followers
Solicits input regarding determination of policy and procedures	Sets policy and procedures unilaterally	Allows followers to set policy and procedures
Focuses interaction	Dominates interaction	Avoids interaction
Provides suggestions and alternatives for the completion of tasks	Personally directs the completion of tasks	Provides suggestions and alternatives for the completion of tasks only when asked to do so by followers
Provides frequent positive feedback	Provides infrequent positive feedback	Provides infrequent feedback of any kind
Rewards good work and uses punishment only as a last resort	Rewards obedience and punishes mistakes	Avoids offering rewards or punishments
Exhibits effective listening skills	Exhibits poor listening skills	May exhibit either poor or effective listening skills
Mediates conflict for group gain	Uses conflict for personal gain	Avoids conflict

The 9 c's and the principles of communications

COMMUNICATION PRINCIPLES

Effective Communication



Communication in terms of Shipping companies

- There is difference between which skills a leader needs to have onboard than onshore and vice versa.
- The onshore case looks alike the case of any other company. But it's not.
 - **The production unit, the vessel, is in distance from the office.**
- Communication in onshore departments of shipping companies can be challenging due to:
 - Geographical distance,
 - Multicultural environments,
 - Hierarchical structures,
 - Information overload.

Communication in terms of Shipping companies

- These struggles can lead to:
 - Miscommunication,
 - Misunderstandings,
 - Lack of transparency.
- To overcome these challenges, leaders can take several steps.
 - Establish clear communication channels,
 - Foster a culture of openness and trust,
 - Enhance cross-cultural understanding,
 - Simplify communication processes,
 - Encourage active listening and feedback,
 - Leverage technology and digital tools,
 - Lead by example.
- By implementing these strategies, leaders can improve communication, enhance collaboration, and create a more efficient and engaged workforce in the onshore departments of shipping companies.

Communication in terms of Shipping companies

- Communication in the onboard department of shipping companies can be challenging due to:
 - language and cultural diversity,
 - the remote and isolated nature of ship operations,
 - hierarchical structures,
 - the importance of effective communication in safety and emergency situations.
- To overcome these struggles, leaders can implement various strategies. They can provide:
 - language and cultural training,
 - establish clear communication protocols,
 - encourage open communication,
 - ensure reliable technology and connectivity,
 - offer training on communication skills,
 - promote team building,
 - emphasize effective safety communication.
- Improved communication in the onboard department leads to better coordination, increased efficiency, and a positive onboard culture. It helps overcome language barriers, promotes understanding and respect among diverse crew members, ensures clear and prompt communication in emergency situations, and enhances overall operational performance.

Case studies

- *Costa Concordia* disaster (2012)

https://en.wikipedia.org/wiki/Costa_Concordia_disaster

- Hanjin Shipping (2017)

<https://www.bbc.com/news/business-38953144>

Which are the similarities between the two of them?

Where did the cases went wrong?

What would you do different?