

# **CYCLE 4**

# **SOCIAL WELLNESS:**

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**Building and maintaining  
relationships on board, in port,  
in the office and back home.**



# WELCOME TO WELLNESS AT SEA CYCLE 4: WEEKS 10-12



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Dear Friend,

I trust you are doing very well.

In Cycle 4 of the Awareness Campaign, we'll be focusing on social wellness - how we interact with others. It includes the pursuit of harmony in your family, community and work environment. It is about understanding your own attitude, perceptions and frame of reference when dealing with others.

Communication, handling conflict and managing diversity are things we all do on a daily basis. They are seemingly simple actions to which we rarely give a second thought but, in reality, we fail at them all too often.

During this cycle, our ask is simple - we want you to reflect on three aspects of your life:

- How you communicate
- How you handle conflict
- How you manage diversity

Below, we've given you some advice and activities on these three areas to help you reflect on your perceptions, attitudes and frame of reference. The challenge is probably bigger than you think: make some time to think about how you handle these issues day-to-day. Think about your relationships with those working with you and your family. Believe it or not, but these simple things are some of the most important building blocks of any relationship.

Happy reflecting,



Johan Smith  
Sailors' Society's Wellness at Sea programme manager

## ESSENTIAL INFORMATION AND EMERGENCY CONTACTS FORM

In the unfortunate circumstance that a crisis hits, it's important to have the right information and know who you can contact for help. So we've included an Essential Information and Emergency Contacts form at the end of this booklet for you to fill in and share with your loved ones. We hope that you will never need to use it! But it's good to be prepared.



# THE SEVEN SECRETS OF GREAT COMMUNICATION

Good communication can make a huge difference to your experience of life, at home and at sea.

If you can communicate well, you can help others to really understand you – whether you're sharing your opinions or concerns, explaining what you want or asking for advice.

Effective communication can reduce misunderstandings, assumptions, frustrations and conflict with others, helping to improve your work and personal relationships.

Here are seven tips to becoming a better communicator:

## 1. Active listening

Avoid distractions when someone is talking to you - and remember that culture, language, beliefs, attitudes, expectations and intentions act as a filter from what is being said to what is understood. Be aware of your filters!

## 2. Explaining why you want to speak to someone and inviting consent

This will help the listener to:

- Accept or decline to take part in a specific conversation
- Understand the context (big picture)
- Get ready for what is coming, especially if the topic is emotionally charged
- Understand the role you would like them to play in the conversation

## 3. Asking the right questions

Assess which types of questions are right for the conversation you are having:

CLOSED QUESTIONS	OPEN ENDED QUESTIONS
Give <b>facts</b>	Encourage <b>large and more elaborate</b> explanations
<b>Easy</b> to answer	Allow the responder to <b>think and reflect</b>
<b>Quick</b> to answer	Give room to express <b>opinions and feelings</b>
Give the <b>questioner</b> control over the conversation	Hand control of the conversation to the <b>respondent</b>

## 4. Expressing yourself clearly and completely

Use "I statements" to help your conversation partner understand what you are thinking, feeling and wanting. For example:

- When I saw/heard...
- I felt
- Because I... (need, want, interpret, associate, etc)
- And now I want (then I wanted)...
- So that (in order to)...

## 5. Having an attitude of gratitude

To build more satisfying relationships with the people around you, express more appreciation, delight, affirmation, encouragement and gratitude.

## 6. Adopting a learning perspective

Be more aware of the benefits of good conversations and how they help to express and create our character as we listen and speak. They help us to become more aware, competent, wise, honest, sincere, genuine, caring, compassionate, accepting and forgiving.

## 7. Translating criticism and complaints into a request for change

Help your listeners respond to your request by clearly explaining what you want. Also, when you are receiving criticism and complaints from others, try to understand what they are asking you to change and repeat this back to them so that there is no confusion.





# CALM THE STORM

**Conflict can be upsetting for everyone involved and cause difficulties. Here are some useful tips to keep your relationships on an even keel, both at home and at sea:**

- Check the source of the conflict
- Ask what you can do to resolve it
- Actively listen to what others have to say
- Show empathy and respect towards others, even if they don't share your point of view
- Take personal responsibility for your role in the conflict
- Don't be afraid to recognise if you are mistaken
- Work towards a positive solution that is mutually beneficial and collaborative

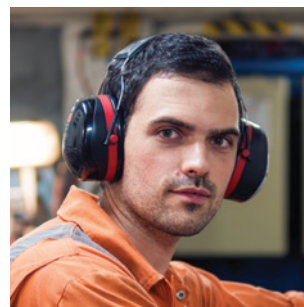
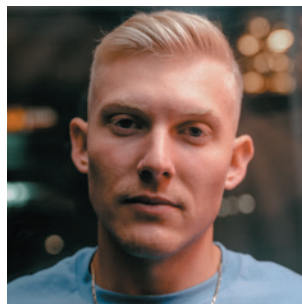


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# WHAT DO YOU SEE?

**IT'S EASY TO JUDGE SOMEONE BECAUSE OF HOW THEY LOOK.**



Ships are some of the most diverse workplaces in the world. By working well with people from other backgrounds and cultures, you can have a much better career at sea.

A great first step is to look past the stereotypes and get to know the rest of your crew. You might have more in common than you think!



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# ARE YOU EXPERIENCING A CRISIS?

Sailors' Society's Crisis Response Network can provide you with rapid response trauma care and counselling service whenever you are experiencing a crisis.

## REGIONAL CONTACTS:

### AFRICA

Rev J.D. van  
Schalkwyk:  
0027 8330 18022

### EUROPE

Marc Schippers:  
0032495 185691

### THE PHILIPPINES

Cathy Paeste:  
0063 9175 782 118

### ASIA

Gavin Lim:  
0065 9222 4600

### INDIA

Manoj Joy:  
0091 9884 140950

## Need help?

Email [crisis@sailors-society.org](mailto:crisis@sailors-society.org) visit  
[www.facebook.com/SailorsSocietyCRN](https://www.facebook.com/SailorsSocietyCRN), or go to  
[www.sailors-society.org/support-for-seafarers](https://www.sailors-society.org/support-for-seafarers)



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# ESSENTIAL INFORMATION AND EMERGENCY CONTACTS

Name:

Company:

Name:

Address:

Phone number:

Does my company have a family liaison officer? (please tick)

☐ YES

☐ NO

IF YES: You can contact my company's family liaison officer at:

Name:

Contact details:

IF NO: In a case of emergency contact the following  
person at my company:

Name:

Contact details:

Ship details:

Name:

IMO Number:

Flag:

Countries and ports I am likely to visit:

Ship details:

Name:

IMO Number:

Flag:

Countries and ports I am likely to visit:



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