

It's a challenging role to be a Head of Department, so you need to equip yourself with the skills to be successful. Management training will be of great help to progress your career and make you more effective in your role. Enhanced communication skills benefit everyone, no matter what kind of work they do, but especially in professional yachting, given the high levels of stress (and standards) that we work with! The fact is that life always goes more smoothly when we become better communicators. Dealing with 'the public', with bureaucracy, owners, guests, tired crew – it's all the same really – everyone wants and needs to feel heard and understood. Conflicts need effective resolution, irate owners need crew that listen and understand, and with whom they feel comfortable. Crew need job satisfaction!

This course has two distinct parts: **Communications Skills** and **Leadership Skills**. *Complete description to follow!*

With this Distance Education course there is no particular time-frame to complete, as that is obviously going to be dictated by your work schedule. You work at your own pace and will pass the course once you have returned both your completed assignments and the "oral" component - on the phone/Skype. We can go over any parts of particular interest or concern, and in this way, we can gauge your grasp of the subject matter. So, it's quite simple to achieve and your certificate will be issued, scanned and sent to you wherever you are in the world.

Progress your career: SCI has developed this course with the aim of addressing the obvious need for senior crew to be well-armed with the necessary skills that will assist them to progress their careers by developing more effective leadership ability through improved 'people skills'. This enables them to lead their team and to communicate effectively with other crew, owners and guests. The catchphrase "people skills" is often bandied around and mostly rather misunderstood! It is doubtful that most people really grasp the rudiments of what constitutes good communication skills, given the difficulties they seem to have and the resistance that they meet!

How "Distance Education" works: Students can download a link to the files. We send the first training manual (Part 1) to read and the assignment to complete, and then when you're ready for Part 2 and the same process would happen again. This also involves 'Skype time' for discussion when necessary.

About the Assignments: Both assignments are long (but not difficult) and the reason for this is that it ensures that students have thoroughly covered the material and thought about its content and message. When in a face-to-face workshop it is easier to gauge a student's understanding of the material through their verbal feedback and comments in discussions that take place throughout the workshop. We hope to achieve the same 'one-on-one' with our Distance Education students.

The course cost? Parts 1 and 2 are AUD\$250 each, so A\$500 for the whole "Distance Ed." course. We will email you a link for download of the E-books.

What past students have said?

Comments from some students who have completed the course follow....

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Katie D, [worked as a stewardess for 5 years.]

"Thank you so much for providing me with the tools to advance my yachting career. The skills I have learnt and refined on this course are undoubtedly beneficial to not only my career, but my life in general. Even after three years in the industry, this course provided me with skills and knowledge unrivalled by any other institution. You gave clear, concise instruction, yet allowed ample discussion time and feedback. I am so glad I chose to participate in this training course and had a most enjoyable time."

Sue R, [worked as a stewardess for 8 years.]

"THANK YOU for sharing your wisdom with me! This course has been very VALUABLE. Right throughout the course I have enjoyed all the material and honour your delivery of this and the layout of this course. I look forward to the next one!"

Andrea H, [worked as a stewardess for 6 years.]

"Wow I can't believe how much this section [Self Confidence] has helped me just by reading it. This is a powerful section and one that I will now incorporate into my daily life. So many tools that will help me to continue to improve myself personally but professionally as well."

It's always good to receive a positive response as the best reward is satisfied students who can see the benefit and relevance of the training!

What another Crew Agent has said?

Comments from a crew agent who heard about our "Management" course:

Kate Crulci, Director, Crewbook Yacht Crew Recruitment, Gold Coast, Australia

"Can I firstly say, a 'Senior Management Training' course is:

- * LONG overdue*
- * Thankfully being offered by a business who actually knows what they are talking about*
- * Will lift your profile as a training facility, as I am unaware of anyone who offers this*

It is SUCH an important course to have for people who really want to get further in the industry. Speaking as an agent, a potential crew member who had that style of training would be on the very top of my list to send to a potential owner or Captain.

Keep up the good work!"

There is no doubt that this type of senior training would benefit you greatly. Enhanced communication skills benefit everyone, no matter what kind of work they do, but especially in professional yachting, given the high levels of stress (and standards) that we work with!

So if you want to get started, please fill out the Management Training Registration Form (at the end of this information sheet) and pay the course fee and we will immediately send you the download link to the first manual **Effective Management for Senior Yacht Crew Part 1 – Communication Skills** so that you can start studying.

You will need to have set up Skype on your computer (with webcam is better but not essential). It is free to join Skype and easy to load onto your computer, set up and use!

Regards, Donna Portland, Director & Principal Trainer, Superyacht Crew International - Training

Course Content:

PART 1: Communication (people) Skills

One thing that can set us apart from others in the success stakes is our ability to communicate effectivelyand few people get it right!

Communication Skills Overview	We examine our goals, use of words, “I” statements, non-verbal communication, perceptions, and barriers to communication.
Active Listening	Why is it so important? what does this really mean? and how can we do it well to get the best understanding from what others are saying? We practice the elements of effective active listening: attending, questions, encouraging, paraphrasing, summarising and recognition. Top ten tips for Active Listening
Body Language	More than half of our communication is non-verbal: we look at the ramifications of this and how to accurately read others, and become self-aware and monitor our own, body language to make us more effective communicators.
Self Confidence	A huge and highly important topic - we take an in-depth look at why is confidence so important to our effectiveness and attractiveness. We take a quiz to assess our own confidence level and discuss practical useful ways to build it up. We do a S.W.O.T. analysis (Strength/ Weakness/ Opportunities/ Threats), and some practical Goal Setting. If you have no direction you won’t reach the destination!
Positive Attitude	Attitude is the essence of succeeding in your life pursuits. We look at how to actively direct your life the way you want. This can be applied both personally and professionally. Includes a valuable workshop on building a positive attitude.
Stress Relief	A Head of Department role can often be highly stressful. We provide in-depth useful and practical tips to relieve stress that continue your positive attitude frame of mind, includes a ‘gratitude journal’ and effective affirmations.
Assertiveness	This is about balancing others needs and your own so that everyone wins. We examine (and practise) ways of being assertive compared to aggressive or non-assertive.
Emotional Intelligence Learn the power of ‘charm’	We look into managing relationships more effectively and look at how E.I. impacts on all areas of your life. We look at a fascinating and enlightening book that was written by two renowned “charm” gurus who talk comprehensively about developing your ‘social intelligence’ and communications skills that determine your success professionally as well as personally. The importance of this subject is paramount to your success!
Rapport / Building Relationships: putting it all together!	Your yachting career is all about effective relationships: with your team, with the owner, the guests, the agents, the suppliers..... We look at (and practice) the elements that contribute to establishing and building rapport. We examine the fundamentals that contribute to positive relationship building, ie use of humour, understanding the needs of others, ability to resolve conflict, E.I., non-verbal communication,
Anger Management	Whether it’s your own, or someone else’s anger – it needs to be dealt with appropriately and effectively. We look at some useful tips and techniques for gaining control over anger.

Part 2 synopsis overleaf...

Course Content: PART 2: Leadership Skills

Good communicators make great leaders!

Effective Leadership for Managers	We look at leadership styles, fundamental techniques in handling people, discuss three articles written about leadership to determine what makes a great leader. <i>"Leaders are made not born"</i> . We examine ways of leading, qualities of leaders, effectiveness, feedback, communication skills required, and delegation.
Motivation and Team-building	We look at developing your motivation skills and factors for building your team, and take some quizzes to find out how good at motivating and team building you are, and examine the dynamics of a group/team.
The greatest Management book ever written!	We look at a précis of the greatest management book ever written and discuss the efficacy of this management method and its application for your own purposes as well as some practise of the methods.
Role Model to Mentor	Like it or not, as a Captain or Head of Department you are a role model and should also become a mentor to your junior crew. We look at what a mentor is and how to formalise the process for best effect.
Conflict Resolution / Mediation Techniques	Unfortunately, conflict occurs in any workplace, so we take an in-depth look at management styles and how this affects conflict resolution. Useful workshop on mediation techniques for those times when you may find yourself having to deal with disputes.
Negotiation	How does negotiation work? Understanding the other person's position and interests and why it matters. The art of brainstorming as a creative solution. Barriers to successful negotiation. Tips for successful negotiation (think job evaluation time!)
Cultural Etiquette around the world	A useful summary of the various customs and social morays of nations around the world, which assists as a reference to understand guests from cultures you may not have experienced before.
Interviewing Techniques and practices	How to interview effectively, Problems to avoid, Identifying characteristics of the best employees, Developing your own set of interview questions, Interviewing styles, The Behavioural Interview, Noting their Body Language, Checking References, using Personality Testing. From the interviewee's perspective: Questions and Answers, Questions to ask, How to Prepare, How to make a good impression, Giving good examples at interviews.

Warning: there will be homework!! There are two assignments to complete and a verbal discussion prior to issue of your senior certificate.

**REGISTRATION FORM for
DISTANCE EDUCATION TRAINING**



“Effective Management & Leadership for Senior Yacht Crew”

Course fees include your two training manuals and assignments, and your certificate.

Part 1, Communication Skills	AUD\$500
Part 2, Leadership Skills	

Confidential Registrant details:

Your Name:	
Male <input type="checkbox"/> or Female <input type="checkbox"/>	Date of Birth: ___ / ___ / _____
Your Email address:	
Phone No:	
Skype name:	Ours is superyacht-crew so send us a request
Postal Address:	
How do you wish YOUR NAME to be expressed on your certificate?	ie. John David Matthews or J D Matthews or John Matthews
Passport number/Nationality:	
Please indicate any special needs or requirements to assist learning:	
What is your expected time-frame to complete?	

- **Please attach your current C.V. or link to your personal web page.**

Terms and Conditions, Disclaimer * I have read and agree to the conditions of the booking form and the legal disclaimer. This reservation is not confirmed until we contact you directly and all fees are paid. By ticking the box above (on the registration form) you affirm that you have read and agree to the conditions of the booking form and the legal disclaimer.

**Terms and Conditions and Disclaimer
AGREEMENT FOR GENERAL BOOKINGS**

When a confirmed booking is made and accepted by SCI a binding contract shall be deemed to subsist between both parties. No liability shall accrue to either SCI or student if either is prevented from fulfilling any of their contractual obligations by any incidence of force majeure including acts of God, strikes, or any other event which can reasonably be beyond the control of either party. In the event of any dispute arising out of the terms of this contract, it shall be referred to a mutually acceptable arbiter whose decision shall be binding to both parties. It is understood that the student will indemnify SCI or a Training Partner company for any non-insurable claims that may be made against it for damage or loss caused by the student or by members of their party whether wilful or through negligence.

HOW DO I BOOK? Reservations can be taken over the phone and via email (see payment clause below)

1. Complete the registration form on the page above.
2. On receipt of your payment, a confirmation letter and tax invoice will be sent to you outlining your chosen activity and study details.

BOOKING CANCELLATION:

RESCHEDULING is fine – your timetable is complete up to you.
 CANCELLATION is not possible once you have been sent your course materials.
 There will be no REFUNDS given under any circumstances.

Any course material that has been issued to the student, MUST never be on-sent to other parties.

PRICING: Prices are in Australian Dollars. You may pay by Bank transfers or Credit card. If you choose bank transfer; please provide your name as reference. Credit card payments are available however they attract a 2% surcharge if you are undertaking the course in Australia. There is no surcharge for internationally based students. An invoice will be provided to you for your course(s).

DISCLAIMER: Although highly unlikely SCI shall not be held liable for death, personal injury, loss or damage to property howsoever arising and therefore by signing this booking form, you hereby release, to the full extent permitted by state, law and equity, SCI or its employees and agents from all actual and contingent liability in respect of such personal injury, death, loss or damage.

I wish to enroll into the Senior Management course and have paid by the method indicated below.

I will transfer the course fees of **AUSTRALIAN DOLLARS AUD\$500** to your bank:
 Westpac Bank, Neutral Bay **BSB: 032-197 Account #: 451724**
A/c name: Superyacht Crew International Pty Ltd **** Please use your name as the reference.**

I wish to pay by credit card: Visa Mastercard

Card number:

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 Expiry date:

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 Security No.

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Please send your 3-digit card security number separately to the mobile number +61 (0) 448 850700 if you do not wish to include it above.

Name on credit card: _____ Amount: A\$ _____

Signature: _____

I wish to pay by **PayPal**: → we will send you an invoice.

We look forward to having you train with us.



Regards, **Donna Portland**
 Director/Trainer/Recruiter

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(formerly Morris)