

UNOLS-MATE MARINE TECHNICAL INTERNSHIP PROGRAM

IMPROVING COMMUNICATION STRATEGIES ENSURING A RESPECTFUL TEAM ENVIRONMENT

A MENTOR TRAINING EXERCISE

Maria Osiadacz
Program Manager



What can mentors do to help new cruise participants feel welcomed and supported?

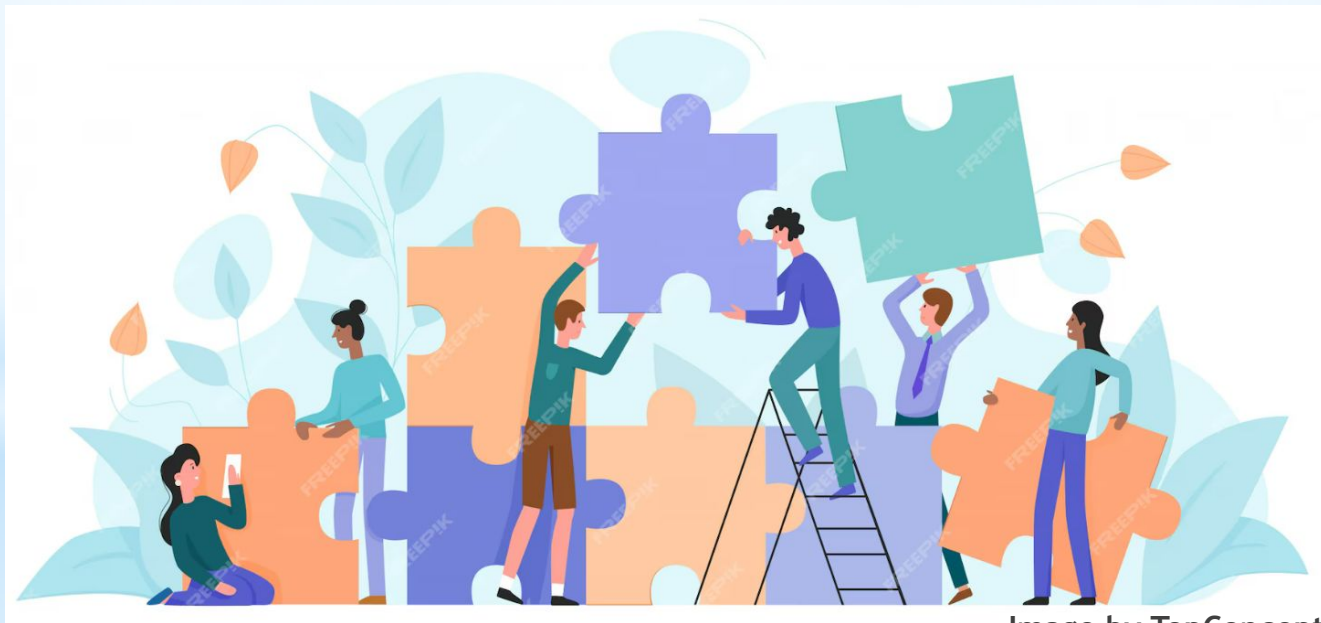


Image by TopConcept

SCENARIO A

Two or more new team members with varying levels of skill and experience are working together for the first time. How can mentors adjust training to help all participants contribute and feel part of the team?

SCENARIO B

The mentor is not always able to provide direct supervision or training every shift. How can the mentor help the new team member feel supported and use time efficiently when unsupervised?

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SCENARIO C

The new team member is not following the work plan and has become disconnected or distanced from the rest of the team. How can the mentor help resolve this situation?

SCENARIO D

The new team member is upset and reports to the mentor that someone on board the ship is being disrespectful. How can the mentor help create and maintain a respectful team environment?

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THANK YOU!

maria@unols.org

www.marinetech.org/internships