

# PSYCHOLOGICAL SAFETY

**COURSE OBJECTIVES** The course aims to help participants understand the importance of psychological safety at sea and encourage open communication and teamwork on board. It focuses on recognizing barriers that prevent crew members from speaking up, while promoting trust, empathy, and a positive safety culture within maritime operations. Participants will also develop leadership, feedback, and active listening skills, and learn how to use mistakes as opportunities for learning to improve overall safety and performance.

**ABOUT THE COURSE** This course provides a clear understanding of psychological safety in the maritime industry, emphasizing its impact on safety culture, crew performance, and incident reporting. It addresses communication barriers, cultural diversity, and hierarchy on board, while offering practical strategies to foster trust, inclusion, and a Just Culture across ship and shore operations.

**PARTICIPANTS** All Officers, Senior Ratings and aspiring leaders, Human resource Managers in maritime organizations, Professionals Responsible for Crew Management, Personnel Handling Seafarer Welfare and Well-being, Managers Overseeing Training and Development of Crew, Marine Superintendents and Training Managers

**DURATION** One day (Three hours)

## KEY TOPICS

- Understand the importance of psychological safety at sea.
- Encourage open communication and teamwork on board.
- Recognize barriers that prevent crew from speaking up.
- Build trust, empathy, and a positive safety culture.
- Improve leadership, feedback, and active listening skills.
- Promote learning from mistakes to enhance safety and performance.

## TRAINERS



### **Sanjana Kumar**

Sanjana Kumar, Manager (Human Factors), is a Clinical Psychologist with expertise in anxiety, depression, trauma, workplace stress, and interpersonal issues. She holds an M.Sc. in Clinical Psychology along with certifications in trauma-informed therapy, attachment theory, counseling psychology, child psychology, and Internal Family Systems Therapy. As the daughter of a Master Mariner, she brings a strong understanding of the psychological challenges within the maritime industry and is committed to fostering mental resilience and holistic well-being.



### **Anuradha Singh**

Anuradha Singh, Superintendent (Human Factors), is a Counselling Psychology professional and Behavioural Skills Trainer with expertise in behavioural safety, leadership development, crew well-being, communication, and soft skills training. As the spouse of a Master Mariner, she possesses a deep understanding of the operational and emotional challenges faced by seafarers and their families. Her work focuses on enhancing crew performance and supporting safer, more resilient, and people-centred maritime organisations.