

## Competence 3

The ability to coach / mentor personnel and implement effective management and communication techniques in the workplace

*This meets the requirements of IMCA M/A06/B01 to B08*

Candidate Name:		Date:	
Activity Number (1,2, or 3):			

**Performance Criteria:** all of these must be assessed over a minimum of 3 work activities

**Type of Evidence:** Observation (O), Work Product (P), Written (W), Questioning (Q), Not Covered (N/C) or Not Applicable (N/A)

Performance Criteria		Type of Evidence
a)	Establishes and maintains effective communication links with the Master, vessel departments & third parties	
b)	Provide coaching, mentoring, guidance and support to colleagues that contributes to their continuing professional development	
c)	Demonstrates the ability to motivate personnel by effective communications, involving them in decisions, and by delegation of work as appropriate	
d)	Demonstrates the ability to adapt leadership styles to take into account task needs, as well as team and individual member needs	
e)	Demonstrates effective decision making processes for safety critical, technical and operational issues	
f)	Can recognise stress within the team and act accordingly to minimise the effects	
g)	Recognises and manages conflict within the team and is effective in dealing with it in the workplace	
h)	Monitors and evaluates activities to ensure resources are used effectively	
i)	Understands and appreciates different cultures in the workplace and appreciates how they can affect performance	
j)	Demonstrate a competent watch handover	
k)	Assessor - I have discussed the above performance criteria with the candidate and confirm that they have the underpinning knowledge to support their performance in these criteria	
l)	Candidate - write a short report (250 words max) on how you achieved these criteria over the 3 assessed work activities	

Witness name: (If applicable in assessment plan)		Date:	
Assessor name:		Date:	