



# **MARITIME – SEAFARER’S DEVELOPMENT SERVICES**

ISO 9001  
**BUREAU VERITAS**  
Certification



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## Brief Presentation

### *About us*

Filistos ASCOT SA is devoted, since 2006, to assist companies develop and sustain an efficient, productive and safe workplace.

Our services, which are certified by the **Bureau Veritas**, specialize in supporting organizations to promote:

- Suitable *employee selection*
- *High retention* of employees
- Development of employees' *soft skills*
- *Teamwork* evaluation & development
- Employees' *Resilience*
- Development of *Safety Culture*

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### *Filistos ASCOT Maritime Services*

The areas assessed have been carefully selected following regulations specified in, but not restricted to:

- ***Occupational Health and Safety Assessment Series (OHSAS 18002)***
- ***Oil Companies International Marine Forum (OCIMF)***
- ***Tanker Management and Self-Assessment (TMSA 3)***
- ***International Safety Management (ISM)***
- ***International Transport Workers' Federation (ITF)***
- ***Occupational Network (O\*Net)***

**Filistos ASCOT SA is the trusted partner to prominent organizations assisting them with their  
most challenging and valuable asset:  
Their People**

## ***Filistos ASCOT SA's Services based on TMSA***

Since the creation of Filistos ASCOT SA in 2006, we are compliant with all regulations as well as best practices of the Maritime industry. Through our membership with INTERCARGO and the Human Element of INTERTANKO, we are at the forefront of the industry allowing us to be at the center of developments but also to enable our clients/partners to benefit from future-proof services.

Specifically our Seafarers Development Program will help maritime organizations cover a wide range of TMSA, as it is listed below per element:

Sub Element No	Stage / Question No.	KPI description	Best Practice Guidance	Filistos ASCOT Services
<b>3</b>	1.1	Management has procedures for the selection, recruitment and promotion of all vessel personnel.	<p>The company defines and documents who has responsibility for all aspects of manning. Procedures, with rank specific requirements, may include:</p> <ul style="list-style-type: none"> <li>• Qualification and training checks.</li> </ul> <p>Cross-cultural values and attitudes are taken into consideration. Where manning agencies are used, the company is responsible for oversight of the recruitment process. The company authenticates certificates and maintains records of these checks.</p>	<ul style="list-style-type: none"> <li>• Cross-Cultural Training, Workshops and e-learning courses</li> <li>• ACT Managing and Monitoring System</li> <li>• Officers and Ratings Performance Evaluation Forms</li> </ul>
<b>3</b>	2.1	Appraisal procedures are in place for all vessel personnel.	<p>The procedures may include:</p> <ul style="list-style-type: none"> <li>• Frequency of appraisals.</li> <li>• Personnel responsible for conducting the appraisal.</li> <li>• Personnel responsible for reviewing and following up appraisals.</li> <li>• The content of the appraisal.</li> </ul>	<ul style="list-style-type: none"> <li>• Onboard Performance Assessment</li> <li>• Behavioral Competency Assessment</li> <li>• Leadership and Teambuilding Training, Workshop and elearning courses</li> </ul>
<b>3</b>	2.2	Procedures are in place to provide company	<p>The procedures may include:</p> <ul style="list-style-type: none"> <li>• The type of training.</li> <li>• A rank specific matrix.</li> </ul>	<ul style="list-style-type: none"> <li>• Trainings, Workshops and elearning courses</li> <li>• Rank-specific evaluations for training needs</li> </ul>

		specific additional training for all ranks.	<ul style="list-style-type: none"> <li>Personnel career development requests.</li> </ul>	<ul style="list-style-type: none"> <li>ACT Monitoring and Managing System</li> </ul>
<b>3</b>	2.4	Procedures to identify additional training requirements for individual personnel are in place.	<p>The need for additional training may be identified by the following:</p> <ul style="list-style-type: none"> <li>Assessment of competence in rank or in preparation for promotion.</li> </ul>	<ul style="list-style-type: none"> <li>Rank-specific Assessments about personality and workplace behavior</li> <li>Ability Tests</li> <li>Rank-specific evaluations for training needs</li> </ul>
<b>3</b>	2.6	The company monitors and records training results and effectiveness.	<p>The effectiveness of training may be measured by:</p> <ul style="list-style-type: none"> <li>Feedback from trainees.</li> <li>Company representation at training courses.</li> </ul> <p>The effectiveness of training is periodically evaluated and improvement actions are taken by management as appropriate.</p>	<ul style="list-style-type: none"> <li>Debriefing Form</li> <li>Onboard Appraisals</li> <li>Behavioral Competency Assessment</li> </ul>
<b>3</b>	2.7	There is a documented promotion procedure.	<p>Procedures cover a range of factors including, where appropriate:</p> <ul style="list-style-type: none"> <li>Identification of potential candidates.</li> <li>Qualifications.</li> <li>Training requirements, both mandatory and company-based, which may include simulator training and computer-based training.</li> <li>Competency assessment.</li> </ul> <p>The company aims to develop long-term career prospects for personnel and fill senior officer positions from within the company.</p>	<ul style="list-style-type: none"> <li>Behavioral Competency Assessment</li> <li>Rank-specific Assessments about personality and workplace behavior</li> <li>Ability Tests</li> <li>Rank-specific evaluations for training needs</li> <li>ACT Monitoring and Managing System</li> </ul>
<b>3</b>	3.1	There are enhanced appraisal procedures for Senior Officers.	<p>Appraisals are conducted by defined and appropriate personnel. The appraisals are documented and may include:</p> <ul style="list-style-type: none"> <li>Leadership.</li> <li>Personnel management.</li> </ul>	<ul style="list-style-type: none"> <li>Training Courses, Workshops and elearning courses</li> <li>Rank-specific assessments about soft skills and leadership</li> <li>Performance Evaluations</li> <li>Ability Tests</li> </ul>

			<ul style="list-style-type: none"> <li>• Communications.</li> <li>• Shipboard operational performance and technical skills.</li> <li>• Training and development requirements.</li> </ul> <p>Shore management assesses appropriate Senior Officers during vessel or office visits.</p>	<ul style="list-style-type: none"> <li>• Behavioral Competency Assessment</li> <li>• ACT Managing and Monitoring System</li> </ul>
<b>3</b>	4.1	Procedures to assess crew members for job competency are in place.	<p>Documented procedures may include:</p> <ul style="list-style-type: none"> <li>• Written/oral assessments.</li> <li>• Computer-based assessments.</li> <li>• Scenario-based simulator assessments.</li> <li>• Company specific assessments.</li> <li>• Psychometric assessments.</li> </ul> <p>Any identified competency gaps are addressed.</p>	<ul style="list-style-type: none"> <li>• Training Courses, Workshops and elearning courses</li> <li>• Rank-specific assessments about soft skills and leadership</li> <li>• Performance Evaluations</li> <li>• Ability Tests</li> <li>• Behavioral Competency Assessment</li> <li>• ACT Managing and Monitoring System</li> <li>• Performance and Behavioral Evaluation during Simulative Scenarios</li> </ul>
<b>3</b>	4.2	A documented planning procedure is in place to ensure future manning needs can be met.	Personnel succession and recruitment planning includes profiling of competence, experience and retirements. Assessments are made for potential future shore-based assignments.	CBT's Rank-Specific evaluations for personality, workplace behavior, mental health soft skills resilience and leadership
<b>3</b>	4.3	Cross-cultural interpersonal skills are promoted.	<p>Interpersonal skills of the shipboard teams are enhanced and developed by appropriate training, which may include:</p> <ul style="list-style-type: none"> <li>• Developing cultural awareness.</li> <li>• Cultural values and traits.</li> <li>• Communication styles.</li> <li>• Cross-cultural management skills.</li> </ul> <p>Practical tools may be used to enhance cross-cultural understanding and</p>	<ul style="list-style-type: none"> <li>• Training, workshops and elearning courses about: <ul style="list-style-type: none"> <li>○ Communication</li> <li>○ Cultural Awareness</li> <li>○ Cultural Differences</li> </ul> </li> </ul>

			encourage positive working relationships, e.g. self-awareness training.	
<b>3A</b>	1.2	Shore management provides adequate resources to ensure the wellbeing of vessel personnel.	Management ensures that adequate resources are available to care for the wellbeing of the vessel's personnel, whether they are employed directly or through a manning agency. Wellbeing covers diverse aspects of the quality of life for vessel personnel including factors such as quality of food, accommodation, rest and recreation facilities, hygiene, air conditioning, access to ship and shore medical facilities and eligibility for compassionate leave.	<ul style="list-style-type: none"> <li>• Wellbeing Surveys</li> <li>• Debriefing Form</li> <li>• CASE Application</li> <li>• SupportIn Application</li> </ul>
<b>3A</b>	1.4	A formal D&A policy is implemented and a system is in place to monitor it on a regular basis.	The policy complies with OCIMF guidelines. The frequency and type of testing is defined.	Behavioral Competency Assessment
<b>3A</b>	3.1	Seminars are held for senior officers that promote, emphasise and enhance the company's SMS.	Regular shore-based seminars are held for Senior Officers. Attendance is monitored to ensure that Senior Officers attend shore-based seminars at appropriate intervals. The content of the seminars may include: <ul style="list-style-type: none"> <li>• Safety, human element and security issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Training Courses, Workshops and elearning courses</li> <li>• Rank-specific assessments about soft skills and leadership</li> <li>• Performance Evaluations</li> <li>• Ability Tests</li> <li>• Behavioral Competency Assessment</li> <li>• ACT Managing and Monitoring System</li> <li>• Performance and Behavioral Evaluation during Simulative Scenarios</li> </ul>
<b>3A</b>	3.3	Health awareness campaigns are implemented.	Health awareness campaigns may include: <ul style="list-style-type: none"> <li>• Weight loss.</li> <li>• Stop smoking.</li> <li>• Healthy living.</li> </ul>	<ul style="list-style-type: none"> <li>• Training Courses, Workshops and elearning courses</li> <li>• CASE Application</li> <li>• SupportIn Application</li> </ul>

			<ul style="list-style-type: none"> <li>• Malaria prevention.</li> <li>• Sexually transmitted disease education.</li> <li>• Precautions related to working in extreme temperatures and humidity.</li> </ul>	
<b>3A</b>	4.1	Seminars are held for all officers to promote, emphasise and enhance the company's SMS.	<p>In addition to the content mentioned in the best-practice guidance of 3A 3.1 the following may be included:</p> <ul style="list-style-type: none"> <li>• Specific shipboard procedures, e.g. the role of the Safety Officer, enclosed space entry, safe mooring and engine room waste management.</li> <li>• Career development.</li> </ul>	<ul style="list-style-type: none"> <li>• Training Courses, Workshops and elearning courses</li> <li>• Performance Evaluations</li> </ul>
<b>3A</b>	4.2	A documented procedure to conduct vessel health-risk assessments is in place.	<p>Risk assessments may include:</p> <ul style="list-style-type: none"> <li>• Stressful conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Training Courses, Workshops and elearning courses</li> <li>• Rank-specific assessments about soft skills and leadership</li> <li>• Performance Evaluations</li> <li>• Ability Tests</li> <li>• Behavioral Competency Assessment</li> <li>• ACT Managing and Monitoring System</li> <li>• Performance and Behavioral Evaluation during Simulative Scenarios</li> </ul>
<b>3A</b>	4.3	The company provides career development opportunities by arranging shore-based assignments for vessel personnel.	<p>Shore assignments may be used for:</p> <ul style="list-style-type: none"> <li>• Career development.</li> <li>• Assessing suitability for promotion.</li> </ul>	<ul style="list-style-type: none"> <li>• Training Courses, Workshops and elearning courses</li> <li>• Rank-specific assessments about soft skills and leadership</li> <li>• Performance Evaluations</li> <li>• Ability Tests</li> <li>• Behavioral Competency Assessment</li> <li>• ACT Managing and Monitoring System</li> <li>• Performance and Behavioral Evaluation during Simulative Scenarios</li> </ul>



## ***Filistos ASCOT SA Seafarer's Development Program***

<b>Pre-Boarding</b>	<b>Onboard</b>	<b>After de-embarkation</b>
Evaluation	Mental / Psychological discomfort evaluation & intervention	Debriefing
Problem identification	Performance Appraisal for Ratings & Officers	Satisfaction Evaluation
Problem analysis	Traumatic Events	Problem Identification
Mental Status	Evaluation	Problem Analysis
Teamwork	Problem identification	Consultation
Leadership	Problem Analysis	Soft-Skills Trainings & Workshops
Aptitude & Ability	Interventions	Wellbeing Survey
Resilience	Consultation	
Practical interventions	Crisis Intervention System Management (CISM)	
Consultation	Support (individual & group) on seafarers and / or families	
Soft-Skills Trainings & Workshops		

## Assessment

At Filistos ASCOT SA we believe that employees are the most significant contributor to organizational growth and success.

We assist organizations to:

- **Recruit** qualified employees that maximize business potential and safety
- **Retain** competent personnel that ensures organizational productivity and efficiency
- **Identify areas of improvement** and foster optimal behaviors, ensuring ongoing organizational development
- **Conquer Geographical and Cultural Barriers** by administering multilingual questionnaires, ensuring highest reliability and validity. Our questionnaires are currently provided in ten (10) languages!
- **Until February 2020** we have assessed more than **65.000** unique *seafarers* from **68** different countries
- The tests are **rank specific** for maritime

## Questionnaires

Our questionnaires are applicable to a wide age range and require 10-40 minutes. They are being offered in 10 languages (Chinese, English, French, German, Greek, Romanian, Russian, Tagalog, Italian and Ukrainian). Scoring and Reporting are *instantly produced* through Filistos ASCOT SA's online platform, ACT.

**All tests are rank and position specific.**

Title	Use - Benefits	Type	Description
<b>ANCOR V2</b>	Promotions, Hiring, Psychological and Mental Health fitness	Psychological and Social Risks, Soft-Skills, Resilience, Personality	A holistic test that assesses the important qualities of seafarers, covering personality, behavior, leadership, resilience, soft skills and psychosocial risks. (77 factors)
<b>CAPRE-DIEM V2</b>	Hiring, Psychological and Mental fitness for duty	Psychological and Social Risks	The most complete test for Occupational Risk in the maritime, including 34 factors, divided into Psychosocial issues, Occupational and Interpersonal Factors.
<b>VBEI</b>	Promotions, Hiring	Soft-Skills & Resilience	Based on elements provided by the Occupational Network Organization, VBEI evaluates behavioral attributes, which are considered to be important in the workplace.
<b>SOCEAN</b>	Promotions, Hiring	Personality	Based on the Five Factor theory of personality, it is the briefest test available. Besides the basic report, it provides reports regarding work placements and leadership skills.
<b>ANCOR</b>	Promotions, Hiring, Psychological and Mental Health fitness	Psychological and Social Risks, Soft-Skills, Resilience, Personality	A holistic test that assesses the important qualities of seafarers, covering personality, behavior, leadership, resilience, soft skills and psychosocial risks. (41 factors)
<b>Emotional Intelligence Questionnaire</b>	Promotion	Personality	Based on the main elements provided by the theories of Emotional Intelligence, it evaluates the control, and the express one's emotions, which are considered to be important onboard a vessel.
<b>Resilience Questionnaire - Maritime</b>	Promotion - Training	Soft-Skills & Resilience	Assess every aspect of Resilience, based on Shell Handbook and elements essential for office personnel and seafarers.
<b>Executive Leadership</b>	Promotion	Soft-Skills & Resilience	Evaluates specific leadership behaviors and provides a comprehensive report across three important levels: Self, Teams and Organization.
<b>Work-Related Stress</b>	Mental Health need of Assistance	Psychological and Social Risks	The only test that includes factors, which may initiate or increase Occupational Stress.
<b>Traumatic Events Evaluation</b>	Mental Health need of Assistance	Psychological and Social Risks	Assess all critical aspects of a person's mental and psychological handling and the effect of a traumatic event on the examinee.





### WBEI Report

#### User Data

Surname: SURNAME12  
 First Name: Name12  
 Identity: IDENTITY12  
 Position: TAE  
 Date of Birth: 01 Jan 1900  
 Date of Completion: 03 Jan 2020  
 Execution Time (minutes): 1:13  
 Company: Test company

#### Description

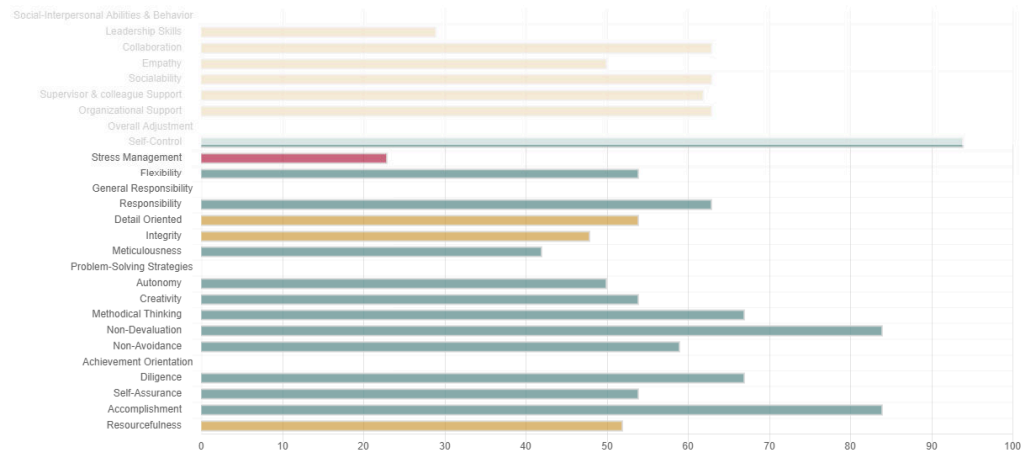
Workplace Behavior Evaluation Inventory (WBEI), provides accurate information for the behavioral type of current employees or candidates.

It is based on the O\*NET principles and factors. Human Resources department can be assisted to ascertain the ability of a candidate for a particular position or task. It evaluates 21 behavioral characteristics like Commitment, Adaptability, Autonomy, Teamwork Abilities, Problem-Solving Abilities and more. It is the only inventory that on every factor, assesses separately the possible tendency of the examinee to exaggerate or to understate a characteristic.

## Taking assessment on the next level

Factors Graph Report    Lies Graph Report

#### Factors Graph



#### Analysis

Social-Interpersonal Abilities & Behavior	55
Overall Adjustment	57
General Responsibility	52
Problem-Solving Strategies	63
Achievement Orientation	64

## Evaluation Forms

Our forms are specifically designed to fulfill the needs of the crew departments and can be modified accordingly to their specific needs.

Title	Use - Benefits	Description
<b>Debriefing Form</b>	Debriefing Evaluation	This form assists the crew manager to evaluate the entire procedure from signing on up to the point of seafarer's return home.
<b>On Board Performance Evaluation</b>	Onboard Performance	This form is a comprehensive way for the senior officers to assess the performance of their crew, and for the crew offices to receive and review these evaluations including soft skills.
<b>Ratings Assessment Form</b>	Onboard Performance	This form is a comprehensive way for the senior officers to assess the performance of their ratings, and for the crew offices to receive and review these evaluations about performance, training needs, reemployment and promotion ability.
<b>Officers Assessment Form</b>	Onboard Performance	This form is a comprehensive way for the senior officers to assess the performance of their officers, and for the crew offices to receive and review these evaluations about performance, training needs, reemployment and promotion ability.
<b>Wellbeing Survey</b>	Wellbeing Evaluation	This form assists the crew manager and the organization to assess the wellbeing of the seafarers and to identify areas of improvement.

## ***Ability Tests***

### **Seafarer Ability Assessment (SAA)**

SAA has six sub-tests. These tests have been selected to cover three important functions in an assessment of mental abilities for prospective maritime officers and ratings:

- ability to perceive information (input to the brain)
- ability to process the information (brain-processing, i.e. thinking, evaluating)
- ability to initiate action (output from the brain)



## Personality and Behavioral Competency Matrix

### *Individual Matrix*

Based on the individual assessment and the large amount of seafarers examined with the tools of Filistos ASCOT SA, we have developed the Personality and Behavioral Competency Matrix, applicable for seafarers and office personnel respectively. This tool does not take into account only the rank, or position of the examinee, but also:

- Nationality
- Personality Traits
- Psychological and Social factors that can effect performance and safety
- Soft Skills
- Behavioral Traits associated with the specific working environment

This matrix can be **modified** based on the organization's detailed standards.

### *Group Matrix*

Most of workplaces require teamwork. This means that the team must overcome the differences that could create conflict and form a strong bond in order to work together and use their full potential. The identification of these factors that could create conflict, jeopardize safety and reduce performance, is something extremely difficult to identify beforehand. The Group Matrix is an effective tool that can assist every organization identify the strengths and weaknesses of a group. The Matrix takes into account, amongst other elements, the following factors, for each individual in order to create a group matrix:

- Nationalities
- Personality Traits
- Psychological and Social factors that can effect performance and safety
- Soft Skills
- Behavioral Traits associated with the specific working environment

This matrix can be **modified** based on the organization's detailed standards.



## Platform & Applications

### *ACT online platform*



ACT is the next generation expert system designed exclusively by ASCOT Consulting. It represents the new gold standard in assessment and e-learning software, against which all competitors are being reviewed and evaluated.

ACT is the pinnacle of our specialized knowledge gathered over a decade

in the fields of assessing, consulting and training employees. It has been designed and developed based on the feedback and the specifications provided by Human Resources & Crew Management Departments, in order to be effectively supportive to recruitment, development, management and restructure. Incorporating state-of-the-art technologies, complex mathematical algorithms and sophisticated reporting tools, it provides the most valuable insight to effectively administer everyday tasks with unparalleled precision, speed and reliability.

ACT is a fully web-based application, accessed through personal computers, tablets and mobile devices, ensuring maximum compatibility. Despite its powerful features, it still offers its full potential in the most user-friendly way, without the need of extra software installations, daily file backups, etc. Data is always available live, anytime, anywhere, so the manager needs to focus only on the task at hand, saving invaluable time.

## CASE

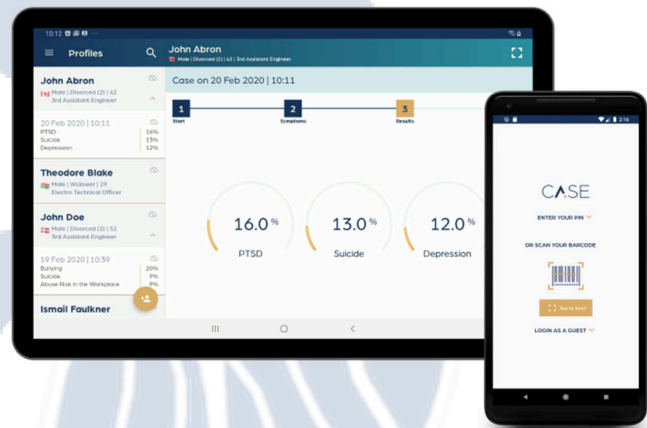
The CASE application was designed to assist shipping companies and the officers onboard to evaluate and assist seafarers that experience specific problems, common in maritime industry.

You only select the symptoms that have been identified for the seafarer, based on what you have seen and the observations of the rest of the crew. These symptoms are simply outlined and grouped for greater efficiency.

After you select the symptoms then you have your CASE. The application will present the type of the possible problem and first aid interventions that you can apply while onboard.

The issues that CASE evaluates are:

1. Anxiety
2. Post-Traumatic Stress Disorder (PTSD)
3. Depression
4. Suicide
5. Paranoid Ideation
6. Fatigue
7. Bullying
8. Abuse in the Workplace
9. Work-Related Stress



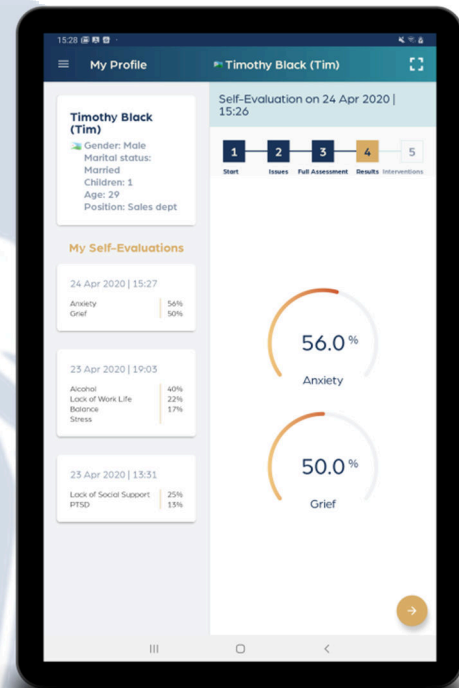
## SupportIn

SupportIn is providing a simple, practical and comprehensive support to Socio-Psychological issues by eliminating the “stigmatization fear” of the individual in need. Hence it allows the individuals to obtain, easy to understand, step by step map on how they can help themselves and in addition provide them with the opportunity to seek further assistance.

The goal of SupportIn is, just as the name signifies, to provide initial support instantly. Its goal is not to replace helplines or mental health professionals. It is to provide an initial guide map so the person can assist oneself and, if required, to guide him/her towards seeking further assistance.

The issues that SupportIn evaluates are:

1. Conflict At Work
2. Bullying
3. Grief
4. Stress
5. Anxiety
6. Lack Of Work-Life Balance
7. Alcohol
8. Depression
9. Work-Related Stress
10. Post-Traumatic Stress Disorder (PTSD)
11. Hopelessness
12. Phobia
13. Lack Of Social Support
14. Anger



## Consulting

Filistos ASCOT SA provides applicable and tailor-made consulting services to our clients in respect to their human capital.

Specifically, we assist organizations to:

**Assess** and identify organizational strengths and areas of improvement

**Develop** plans for employee retention

**Plan** and implement effective interventions tailored to unique needs

**Propose** viable solutions aiming to increase and maintain efficiency, productivity and safety

Analytically Filistos ASCOT's Consulting Services Include:

## Consulting Services

Type	Description
<b>Coaching</b>	<p>Powerful knowledge for living a meaningful and inspired life is already within you, all you need to do is tap in and reconnect with the version of yourself that is creative, capable and fulfilled.</p> <p>In FILISTOS ASCOT's Personal Development Workshops, expert facilitators, who coach around the world, help you see the bigger picture, unlocking the essential tools you need to journey on your true path.</p> <p>Through fun, engaging and impactful exercises, our expert facilitators guide you to acknowledge your most promising attributes as a unique individual and clarify your goals.</p> <p>The skills you will learn apply to every area of your life and can be used in all situations, since the decision to improve and re-balance one aspect inevitably ripples through all other areas too. Every day we continue to evolve, and, through our workshops, you will discover how to keep moving in the direction that you want to go in, by becoming aware of your multi-faceted potential, accessing it, and experiencing the power of being fully present.</p>
<b>Psychosocial Risk Management</b>	<p>Psychosocial risks are constituted from organizational factors including aspects of the design and management of work, lack of supportive relationships, job insecurity or company culture that have the potential for causing psychological or physical harm to employees. Societal or sectoral factors, such as a highly competitive climate or an economic recession have been identified by the European Agency for Safety and Health at Work as factors that can have an aggravating effect on psychosocial risks in the workplace.</p> <p>Exposure to psychosocial risk factors at work may result in a heightened state of work-related stress, which negatively impacts employee's skills and efficiency in performing tasks. It can also have adverse organizational impacts on work-team relations, quality of work, absenteeism, employee turnover, customer satisfaction and employee's compensation claims.</p> <p>FILISTOS ASCOT's Psychosocial Risk Management represents a systematic process within the organizational context that can contribute positively to employees' well-being, health and productivity as well as to organizational performance and growth.</p>
<b>Critical Incident Stress Response</b>	<p>Critical Incident Stress Response (CISR), is an International intervention protocol developed by the Critical Incident Stress Foundation Inc., specifically designed to assist people who were exposed, witnessed or affected by a traumatic or critical incident either in the workplace or in their personal lives. Following a critical event, employees often do not operate at a high level of efficiency having a direct or indirect impact on an organization's Productivity, Performance and Profitability.</p> <p>In the workplace a critical incident may include an armed robbery, threats of violence, accidents, explosion, death of a colleague, downsizing, reductions in salaries,</p>

	<p>reorganizations, mergers or other workplace transitions. In their personal lives, employees may experience a death in the family, diagnosis of a life threatening illness, abuse, divorce, loss of employment, natural disasters etc. Companies, on an International level, include CISR in their Crisis &amp; Security Management and to their Business Continuity &amp; Recovery Plan.</p>
<b>Conflict Resolution and Mediation in the Workplace</b>	<p>Conflict is an inevitable aspect of any organization's existence. If we calculated the amount of time, energy, and resources wasted on unresolved conflicts in the workplace, we would need to include in our accounting equation, indirect factors such as productivity losses due to poor morale, gossip at the water cooler, distractions, absenteeism, employee attrition, stress related medical conditions, employee's compensation, theft, sabotage, violence, and lawsuits. Additionally, we would have to add the significant costs associated with destroyed relationships and even include the loss of public confidence an organization endures when it has been accused of having unsafe working conditions and practices.</p> <p>FILISTOS ASCOT's Conflict Resolution &amp; Mediation in the Workplace Service is a well-designed intervention that can have a transformative impact on the quality of life of a company's workforce, on the overall health and well-being of an organization, as well as on its bottom line. It is strategically tailored and customized to support the needs of an organization and it consists of three multidimensional interrelated components that are essential to its success:</p> <ul style="list-style-type: none"> <li>• Conflict Resolution and Mediation Skills Training for Managers: developing competencies to manage conflict at early stages and resolve daily disputes in the workplace</li> <li>• Independent Third-Party Intervention: Workplace Mediation by external certified Workplace Mediators</li> <li>• Policies &amp; Procedures: improve an organizations' ability to constructively manage and minimize the harmful effects of conflict in the workplace.</li> </ul>
<b>Employee Support</b>	<p>FILISTOS ASCOT's Employee Support &amp; Counseling Model integrates services to employers and their employees to alleviate psychosocial, psychological and work-related behavioral issues which negatively impact on work and personal wellbeing and productivity. Empowering the human capital with solution focused approaches and with strengthening skills results in adequate preparation to deal with day to day challenges within or outside the workplace.</p> <p>FILISTOS ASCOT can support you to address areas such as conflict, coping with change, stress, relationship issues, financial or legal matters, balancing work and family, critical incidents and mental or physical illness, etc. Ongoing consultation to the employer and qualitative-quantitative evaluation of the program outcomes constitute the business case for the value of our programs to the organization.</p>

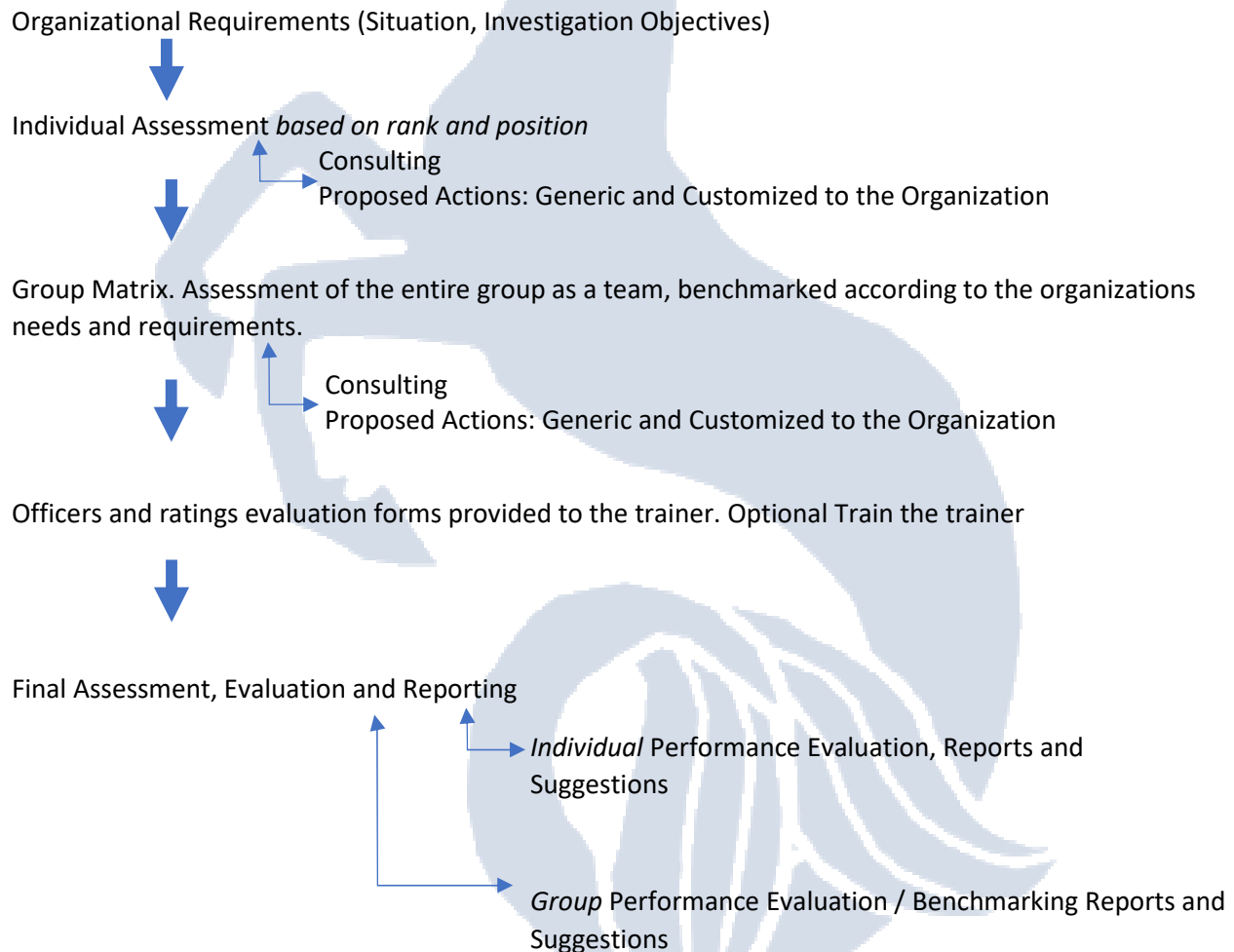
<b>Phone and Online Support</b>	<p>24/7 Help Line, On site psychologist and Case Management services by FILISTOS ASCOT assist employees from all fields, their family members and the Management to develop all the appropriate skills required to deal with challenging and complex situations related to both the professional and personal life of the employer. They are based on the Cognitive Behavioral Treatment-CBT standard and are implemented by FILISTOS ASCOT's specialized psychologists and specialized experts, network. Usual cases include : stress, depression, use of substances and other addictions (eg. smoking), illness and loss of relatives, return to work after a health related leave due to serious mental illness, ineffective communication with customers and colleagues, etc.</p>
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## Behavioral Competency Assessment

Filistos ASCOT SA for more than a decade has the experience and ability to offer customized services in the field of assessment and training. One of our services is the practical integration of our psychometric questionnaires with practical training, observation through scenario simulations and evaluation. On this assessment we can create custom, based on the requirements and the standards for each organization.

### How it works





## Training

Improving employee's abilities and interaction are fundamental to every organization. This is the Training at Filistos ASCOT SA. Our training program (*workshops, e-workshops and e-learning courses*) is developed to assist you empower your prime asset: your people. Our experienced trainers develop applicable and tailor-made seminars and workshops for enhancing your employees' awareness, developing soft skills, and improving teamwork.

Some training topics that Filistos ASCOT SA provides, include:

- Stress and Resilience
- Psychosocial Risks
- Leadership & Communication
- Cultural Diversity, Tolerance and Interpersonal Relations
- Emotional Intelligence & Self-Awareness
- Decision-making & Problem-solving
- Soft Skills
- Teamwork

*The training titles differ based on the employee's field of work i.e. office personnel or maritime.*

## Workshop Titles

	Course Title	Workshop	e-learning
1	Anger Management	✓	✓
2	Assertiveness	✓	✓
3	Basic Principles about Hostage Situations	✓	✓
4	Bullying in the Workplace	✓	✓
5	Communication	✓	✓
6	Crisis Intervention & Safety Management	✓	✓
7	Cultural Diversity	✓	✓
8	Decision-Making	✓	✓
9	Emotional Intelligence at Work	✓	✓
10	Emotional Intelligence & Leadership	✓	✓
11	Engagement in the Workplace	✓	✓
12	Goal Setting & Achievement	✓	✓
13	Leadership	✓	✓
14	Leadership & Management	✓	✓
15	Leadership & Teamwork	✓	✓
16	Mental Health Awareness	✓	✓
17	Motivation	✓	✓
18	Problem-Solving	✓	✓
19	Problem-Solving & Decision-Making	✓	✓
20	Psychosocial Risks-Safety Precautions	✓	✓
21	Resilience	✓	✓
22	Seafarer's Wife Support Training	✓	✓
23	Situational Awareness	✓	✓
24	Stress Management	✓	✓
25	Train the Trainer	✓	✓

## ***E-Learning Titles***

<b>Course Title</b>	<b>Modules</b>
<b>Mental Health Awareness</b>	Module No.1 Mental Health and Mental Illness Module No.2 Depression Module No.3 Stress and Anxiety Module No.4 Suicide Module No.5 Fatigue and Burnout Module No.6 Work Related Stress Module No.7 Paranoid Ideation Module No.8 PTSD Module No.9 Anger
<b>Leadership and Teamwork</b>	Module No.1 Psychological Safety and Teamwork Module No.2 Leadership and Teamwork Module No.3 Communication Module No.4 Feedback and Team Belonging
<b>Resilience</b>	Module No.1 What is Stress Module No.2 What is Resilience Module No.3 Problem-Solving Module No.4 Keeping Things into Perspective Module No.5 Changes are Part of Living Module No.6 Positive Communication Module No.7 Assertiveness
<b>Single Module Courses</b>	
Bullying and Harassment Awareness Cultural Awareness Problem-Solving Situational Awareness Assertiveness	

