

People Centered Tanker Operations

Tanker Operator forum

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People Centered Operations

- **Understanding People!**
- **What makes them tick**
- **What puts them off**
- **The peculiarity of seafaring**
- **Adjusting everything to match**

Looking at our own behaviour

- **Human nature is the same, ashore or onboard!**
- **Limitations: memory, mood, language**
- **Likes: a good word, simple jobs, rewards**
- **Dislikes: blame, change, more work**
- **Own goals and interests**

The peculiarity of seafaring

- **Seafarers often already preoccupied**
- **Life onboard: sterile, temporary**
- **Feeling of office not always on their side**
- **Problematic communication with office**
- **Seafarers tend to match office's behavior**

Adjust

- **Don't treat people like robots**
- **Simplify! Make work easier**
- **Show respect, recognition, leniency**
- **Talk through change, show benefit**
- **Communicate with people, not ships or companies, be honest and transparent**

Thank you!

The bottom of the slide features a decorative graphic consisting of a solid teal horizontal bar. Below this bar, on the right side, are several horizontal lines of varying lengths and colors, including teal and white, creating a layered, abstract effect.