

STRESS MANAGEMENT AS A PART OF OUR SAFETY TRAINING

A safer journey with Stena Line




Stena Line



STRESS MANAGEMENT IS A CRUCIAL ASPECT OF OUR SAFETY TRAINING

Dealing with individuals under stress can be challenging, as stress manifests in various ways. Therefore, understanding how to approach a person who is showing signs of stress is an essential part of our staff training.

Conflict management is a part of our training to maintain a high level of service for all our customers. Freight drivers often spend long hours on the road alone, which can be quite demanding. Upon reaching the port, realising that essential cargo paperwork is missing or contains incorrect details, feeling upset is a human response.

“Anyone would feel stressed coming in and realising there are mistakes, it’s only natural to become a little frustrated. Our staff are well-equipped in conflict management training to handle and help to fix errors as best we can. But we are also focusing a lot on the human aspect, showing compassion, and understanding for other people’s situations.” says **Peter Quigley, Group Head of Port Safety & Security**.

He continues, “It can be quite a lonely job, we know that because we meet people every day who have such experiences. So, we always aim to help, and make sure our customers have a good experience”.

After checking in, our staff may ask a simple question like, “Have you been to our port before?” to provide a last helpful service for drivers who may be unfamiliar with our procedures. This rather harmless question can be of great importance when boarding.



ENSURING THE SEPARATION OF PEOPLE AND VEHICLES IS CRUCIAL FOR SAFETY

Although we have designated walkways for pedestrians and protected areas to keep them apart from vehicles, the risk of collision still requires organised traffic instructions.

“No matter if you are an experienced or inexperienced driver, there are risks involved in directing traffic,” explains **Catherine Longstaff, Group HSSE Assistant**, “Maintaining the speed limit and providing clear instructions while being highly visible are essential. Drivers should feel guided and confident to avoid any stressful situations that could lead to accidents”.

Josef Stöök, Able Seafarer on Stena Vinga, emphasizes the importance of observing driving behaviours when directing traffic:

“If someone is driving very slowly or appears twitchy or unsteady, we use our high-visibility clothing and whistles to get their attention and guide them onboard”.



VEHICLE AND BODY LANGUAGE

Onboard, the signs of stress will show in people's behaviour similarly to what Josef describes as driving behaviour. **Paula Rolof, one of our onboard sales and services assistants** on Stena Vinga, explains.

“The expression of stress can vary greatly depending on the person and situation, but overall body language is an effective way to communicate one's feelings. Since we have many passengers who speak different languages, understanding body language is crucial in our training for de-escalating any stressful situations.”, Paula explains.

Stress can take various forms, but proper training on how to approach a stressed freight driver or passenger is essential for ensuring a good experience. Guided by our core values of welcoming and caring, we take pride in maintaining a high level of service.

ABOUT ABLE SEAFARER

As able seafarer, you are assisting in the safe and efficient completion of many different tasks, including planned maintenance jobs, operational duties, mooring and unmooring, overseeing loading and unloading of vehicles, marshalling traffic and general maintenance of the vessel to keep her fresh, clean and ready for another sailing.

ABOUT ONBOARD SALES AND SERVICE ASSISTANT

This is a position focusing on creating a welcoming, caring and reliable experience for all our travellers. Some of the key responsibilities include keeping cabins in excellent condition, providing a friendly service in our onboard restaurants and ensuring our shops are clean, tidy and well-stocked.

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Learn more about our work with safety and security
at stenalinefreight.com

