
Executive Certificate in Maritime Human Resource Management

Conflict Resolution and Mediation in Maritime Workplace

ADR stands for Alternative Dispute Resolution, which refers to the process of resolving disputes outside of the traditional court system, often through methods such as mediation, arbitration, or negotiation, and is commonly used in maritime industries to resolve conflicts in a more efficient and cost-effective manner. Related terms include arbitration, mediation, and negotiation. In the context of Conflict Resolution and Mediation in Maritime Workplace, ADR is an essential concept as it provides a framework for resolving disputes in a fair and impartial manner.

Arbitration is a process where a neutral third-party, known as an arbitrator, hears evidence and arguments from both parties and makes a binding decision, often used in maritime contracts to resolve disputes. Related terms include mediation, negotiation, and alternative dispute resolution. In the maritime industry, arbitration is commonly used to resolve disputes related to charter parties, cargo claims, and shipbuilding contracts.

Collective Bargaining Agreement (CBA) refers to a legally binding contract between an employer and a union that outlines the terms and conditions of employment, including wages, benefits, and working conditions, and is commonly used in maritime industries to establish a framework for employment relationships. Related terms include labor agreement, union contract, and employment contract. In the context of Conflict Resolution and Mediation in Maritime Workplace, CBA is an essential concept as it provides a framework for resolving disputes related to employment relationships.

Communication is the process of exchanging information, ideas, and messages between individuals or groups, and is a critical component of conflict resolution and mediation in the maritime workplace. Related terms include interpersonal communication, effective communication, and conflict resolution. In the maritime industry, effective communication is essential for preventing conflicts and resolving disputes in a timely and efficient manner.

Conflict refers to a disagreement or dispute between two or more parties, often arising from differences in interests, values, or goals, and is a common challenge in the maritime workplace. Related terms include dispute, disagreement, and mediation. In the context of Conflict Resolution and Mediation in Maritime Workplace, conflict is a critical concept as it provides a framework for understanding the underlying causes of disputes and developing effective strategies for resolving them.

Conflict Resolution refers to the process of resolving disputes or disagreements between two or more parties, often through methods such as mediation, arbitration, or negotiation, and is a critical component of

maritime human resource management. Related terms include dispute resolution, mediation, and alternative dispute resolution. In the maritime industry, conflict resolution is essential for maintaining positive employment relationships, preventing conflicts, and resolving disputes in a timely and efficient manner.

Crew Resource Management (CRM) refers to the process of managing and optimizing crew performance, often through training and development programs, to improve safety, efficiency, and overall performance, and is commonly used in the maritime industry to improve crew performance. Related terms include crew training, crew development, and performance management. In the context of Conflict Resolution and Mediation in Maritime Workplace, CRM is an essential concept as it provides a framework for managing and optimizing crew performance, which can help prevent conflicts and improve overall performance.

Dispute refers to a disagreement or conflict between two or more parties, often arising from differences in interests, values, or goals, and is a common challenge in the maritime workplace. Related terms include conflict, disagreement, and mediation. In the maritime industry, disputes can arise from a variety of sources, including charter parties, cargo claims, and employment relationships.

Employment Contract refers to a legally binding agreement between an employer and an employee that outlines the terms and conditions of employment, including wages, benefits, and working conditions, and is commonly used in the maritime industry to establish a framework for employment relationships. Related terms include labor agreement, union contract, and collective bargaining agreement. In the context of Conflict Resolution and Mediation in Maritime Workplace, employment contracts are an essential concept as they provide a framework for resolving disputes related to employment relationships.

Fact-Finding refers to the process of gathering and analyzing information to determine the facts of a dispute or conflict, often used in maritime industries to resolve disputes. Related terms include investigation, inquiry, and dispute resolution. In the maritime industry, fact-finding is an essential component of conflict resolution and mediation, as it provides a framework for understanding the underlying causes of disputes and developing effective strategies for resolving them.

Grievance Procedure refers to a formal process for resolving disputes or complaints between an employer and an employee, often outlined in a collective bargaining agreement or employment contract, and is commonly used in the maritime industry to resolve employment-related disputes. Related terms include complaint procedure, dispute resolution, and conflict resolution. In the context of Conflict Resolution and Mediation in Maritime Workplace, grievance procedures are an essential concept as they provide a framework for resolving disputes related to employment relationships.

Human Resource Management (HRM) refers to the process of managing and optimizing human resources, often through recruitment, selection, training, and development programs, to improve organizational performance, and is a critical component of maritime management. Related terms include personnel management, human resources, and organizational development. In the maritime industry, HRM is essential

for maintaining positive employment relationships, preventing conflicts, and resolving disputes in a timely and efficient manner.

Interest-Based Relational Approach (IBRA) refers to a conflict resolution approach that focuses on understanding the underlying interests and needs of the parties involved, rather than their positions or demands, and is commonly used in maritime industries to resolve disputes. Related terms include interest-based negotiation, relational approach, and conflict resolution. In the context of Conflict Resolution and Mediation in Maritime Workplace, IBRA is an essential concept as it provides a framework for understanding the underlying causes of disputes and developing effective strategies for resolving them.

International Maritime Organization (IMO) refers to a specialized agency of the United Nations responsible for developing and implementing international maritime law and regulations, and is a critical component of maritime management. Related terms include maritime law, international regulations, and shipping industry. In the maritime industry, the IMO plays a critical role in establishing standards and guidelines for safety, security, and environmental protection.

Labor Agreement refers to a legally binding contract between an employer and a union that outlines the terms and conditions of employment, including wages, benefits, and working conditions, and is commonly used in the maritime industry to establish a framework for employment relationships. Related terms include collective bargaining agreement, union contract, and employment contract. In the context of Conflict Resolution and Mediation in Maritime Workplace, labor agreements are an essential concept as they provide a framework for resolving disputes related to employment relationships.

Maritime Law refers to the body of law that governs maritime activities, including shipping, navigation, and commerce, and is a critical component of maritime management. Related terms include admiralty law, shipping law, and international maritime law. In the maritime industry, maritime law provides a framework for resolving disputes related to charter parties, cargo claims, and shipbuilding contracts.

Mediation refers to a process where a neutral third-party, known as a mediator, facilitates communication and negotiation between two or more parties to resolve a dispute or conflict, and is commonly used in maritime industries to resolve disputes. Related terms include arbitration, negotiation, and alternative dispute resolution. In the context of Conflict Resolution and Mediation in Maritime Workplace, mediation is an essential concept as it provides a framework for resolving disputes in a fair and impartial manner.

Negotiation refers to the process of communicating and bargaining between two or more parties to reach a mutually acceptable agreement, often used in maritime industries to resolve disputes. Related terms include mediation, arbitration, and alternative dispute resolution. In the maritime industry, negotiation is an essential component of conflict resolution and mediation, as it provides a framework for understanding the underlying causes of disputes and developing effective strategies for resolving them.

Organizational Development (OD) refers to the process of improving organizational performance, often through training and development programs, to improve safety, efficiency, and overall performance, and is

commonly used in the maritime industry to improve organizational performance. Related terms include human resource management, organizational change, and performance management. In the context of Conflict Resolution and Mediation in Maritime Workplace, OD is an essential concept as it provides a framework for managing and optimizing organizational performance, which can help prevent conflicts and improve overall performance.

Performance Management refers to the process of managing and optimizing employee performance, often through training and development programs, to improve organizational performance, and is a critical component of maritime human resource management. Related terms include human resource management, organizational development, and crew resource management. In the maritime industry, performance management is essential for maintaining positive employment relationships, preventing conflicts, and resolving disputes in a timely and efficient manner.

Problem-Solving refers to the process of identifying and resolving problems or conflicts, often through methods such as mediation, arbitration, or negotiation, and is a critical component of conflict resolution and mediation in the maritime workplace. Related terms include conflict resolution, dispute resolution, and decision-making. In the maritime industry, problem-solving is an essential component of conflict resolution and mediation, as it provides a framework for understanding the underlying causes of disputes and developing effective strategies for resolving them.

Seafarers' Rights refer to the rights and protections afforded to seafarers under international maritime law, including the right to fair wages, safe working conditions, and social protection, and are a critical component of maritime management. Related terms include maritime law, international regulations, and shipping industry. In the maritime industry, seafarers' rights are essential for maintaining positive employment relationships, preventing conflicts, and resolving disputes in a timely and efficient manner.

Ship Management refers to the process of managing and operating a ship, including crew management, maintenance, and logistics, and is a critical component of maritime management. Related terms include ship operations, crew management, and maritime law. In the maritime industry, ship management is essential for maintaining safety, efficiency, and overall performance.

Shipowner refers to the owner or operator of a ship, responsible for managing and operating the vessel, and is a critical component of maritime management. Related terms include ship management, ship operations, and maritime law. In the maritime industry, shipowners play a critical role in establishing standards and guidelines for safety, security, and environmental protection.

Training and Development refer to the process of improving employee knowledge, skills, and abilities, often through training and development programs, to improve organizational performance, and are a critical component of maritime human resource management. Related terms include human resource management, organizational development, and performance management. In the maritime industry, training and development are essential for maintaining positive employment relationships, preventing

conflicts, and resolving disputes in a timely and efficient manner.

Union Contract refers to a legally binding agreement between an employer and a union that outlines the terms and conditions of employment, including wages, benefits, and working conditions, and is commonly used in the maritime industry to establish a framework for employment relationships. Related terms include collective bargaining agreement, labor agreement, and employment contract. In the context of Conflict Resolution and Mediation in Maritime Workplace, union contracts are an essential concept as they provide a framework for resolving disputes related to employment relationships.

Workplace Conflict refers to a disagreement or dispute between two or more parties in the workplace, often arising from differences in interests, values, or goals, and is a common challenge in the maritime workplace. Related terms include conflict, dispute, and mediation. In the maritime industry, workplace conflicts can arise from a variety of sources, including employment relationships, charter parties, and cargo claims.