



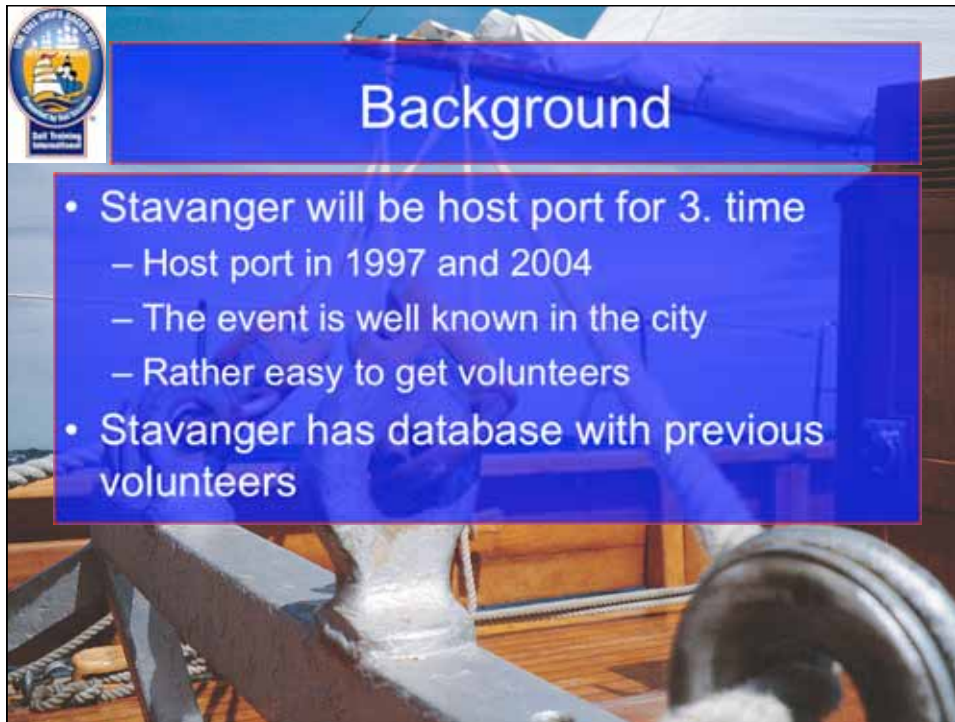
 **Liaison systems**
- how to make them effective with the resources you have -

Cdr Espen Wold, RNoN
Chief Liaison Officer, TSR Stavanger 2011



 **Agenda**

- Background
- Organising the volunteers
- Personal skills for LOs
- Duties and responsibilities
- Functional areas
- Recruiting LOs
- Preparing LOs
- Summary




Background

- Stavanger will be host port for 3. time
 - Host port in 1997 and 2004
 - The event is well known in the city
 - Rather easy to get volunteers
- Stavanger has database with previous volunteers




Overall organisation

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graph TD; CLO[Chief Liaison Officer (CLO)] --- Staff[Staff]; Staff --- VesselContact[Chief Vessel contact]; Staff --- VesselSupport[Chief Vessel support]; Staff --- Hospitality[Chief Hospitality];
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Chief Liaison Officer

- Personal skills:
 - Planning skills
 - Communicator
 - Organiser
 - Motivator
 - Enthusiastic
 - Problem solver




Chief Liaison Officer

- Duties and responsibilities:
 - Recruitment, selection and training of LOs
 - Coordinates all activities
 - Conducts staff meetings every evening
 - With sections chiefs
 - Significant/important action items
 - Progress reports from all sections
 - Upcoming challenges and events



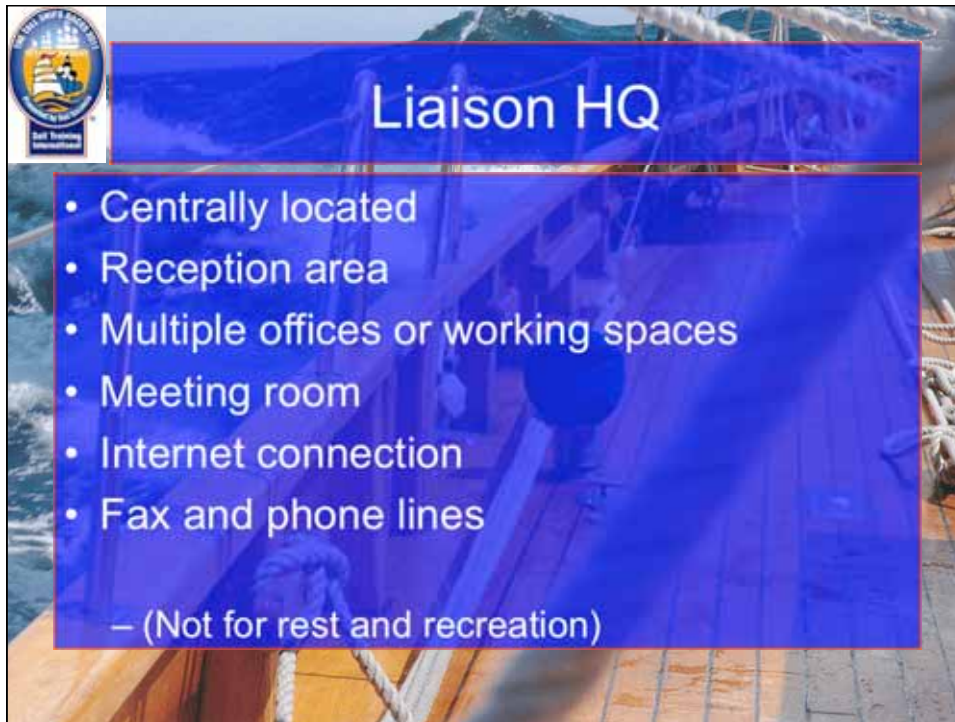
Chief Liaison Officer

- Duties and responsibilities cont.:
 - Conducts morning meetings
 - With entire liaison organisation
 - Motivation
 - Today's programme
 - Focus areas
 - Input from LOs
 - Participates in meeting with STI every morning



Staff

- Includes Deputy CLO
- Duties and responsibilities:
 - Supports CLO
 - Coordinate all activities
 - Ensures that all is going in accordance to planning
 - Manned at least 3 days prior to official opening
 - Ensures manning at LO's HQ (24 hours a day)




The slide features a background image of a ship's deck with a blue overlay. In the top left corner is the logo for the U.S. Coast Guard Auxiliary, which includes a circular emblem with a ship and the text 'U.S. COAST GUARD AUXILIARY' and 'Call Training International'. The main title 'Liaison HQ' is centered in a white font on a blue rectangular background. Below the title is a list of bullet points in white text on a blue background. At the bottom of the list is a line starting with a hyphen.

Liaison HQ

- Centrally located
- Reception area
- Multiple offices or working spaces
- Meeting room
- Internet connection
- Fax and phone lines

– (Not for rest and recreation)



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Vessel contact

**Chief
Vessel contact**

Liaison officers
(1 LO/vessel)

Crew Friends
(1 CF/25 trainees)




 Chief vessel contact

- Duties and responsibilities:
 - Coordinates all activities concerning visiting vessels, crews and trainees
 - Facilitates all activities on vessels
 - Deck parties
 - Ships open to visitors
 - Ensures that all essential information reaches all vessels, crews and trainees




 Chief vessel contact

- Duties and responsibilities cont.:
 - Ensure all requests and needs from vessels, crews and trainees are met
 - Coordinates list from vessels with participants for different activities
 - Participates in staff meetings



Liaison officers

- Personal skills and qualifications:
 - Generally aged over 25 years old (at least 21 years)
 - Enthusiastic and positive
 - Well motivated
 - Diplomatic and polite
 - Punctual, conscientious and hardworking
 - Detailed knowledge of the host port and city
 - Fluent in English (oral and written)
 - Problem solver




Liaison officers

- Duties and responsibilities:
 - Responsible for the contact between vessels, TSR committee, host port/city and authorities
 - Ensure that all requests and demands from vessels are met
 - Ensure that all information from STI, TSR and other authorities are distributed to vessels, crews and trainees



Liaison officers

- Duties and responsibilities cont.:
 - Distribute orders and requests to vessel support section
 - Distribute list of participants for all arrangements to section chief
 - Coordinate corporate events
 - Coordinate ship open to visitors
 - Distribution of mail to/from vessels
 - Facilitate transportation requirements



Crew Friends

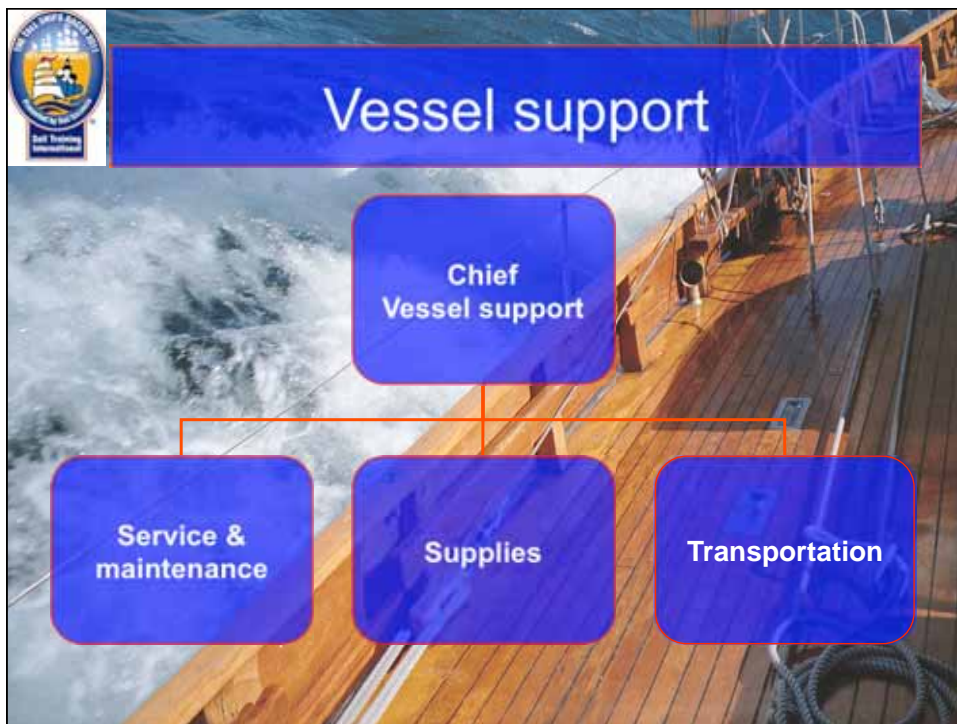
- Personal skills and qualifications:
 - Preferably between 18-25 years of age
 - Some between 16-18 years
 - Fluent in oral English
 - Positive and easygoing
 - Good knowledge of host port and city
 - Hardworking



Crew Friends

- Duties and responsibilities:
 - Assists the LO in daily contact with vessels
 - Ensures that trainees are on the right place to the right time for the different events
 - Assists in arranging sports and social events for the trainees
 - Are hosts and facilitators for the trainees








Chief vessel support

- Duties and responsibilities:
 - Coordinate orders and requests from visiting vessels
 - Ensure that all such are effectuated
 - Participates in staff meetings



Service & maintenance

- Duties and responsibilities:
 - Coordinates and effectuates orders and requests for service and maintenance
 - Establishes contact between vessels and providers
 - Coordinates deliveries with supplies group



The slide features a background image of a ship's deck with a blue tarp and white rope. In the top left corner is the logo for "U.S. Coast Guard Auxiliary" with the text "Call Training International" below it. The title "Supplies" is centered in a blue box. Below the title is a list of duties and responsibilities.

Supplies

- Duties and responsibilities:
 - Coordinates and effectuates orders and requests for provisions, fuel, water, refuse & garbage removal
 - Coordinates custom clearance
 - Coordinates deliveries with service group



The slide features a background image of a ship's deck with a blue tarp and white rope. In the top left corner is the logo for "U.S. Coast Guard Auxiliary" with the text "Call Training International" below it. The title "Transportation" is centered in a blue box. Below the title is a list of duties and responsibilities.

Transportation

- Duties and responsibilities:
 - Coordinates and effectuates transportation needs
 - Includes a driver-pool
 - Should include a bus, a mini-bus, a mini-van and a number of sedans



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- The slide features a blue background with a photograph of a ship's deck. A white text box contains the following information:
- ### Chief hospitality
- Duties and responsibilities:
 - Manage and coordinate all hospitality functions for vessels, crew, trainees and visitors
 - Ensure rotation between personnel and functions in the different groups
 - Participates in staff meetings



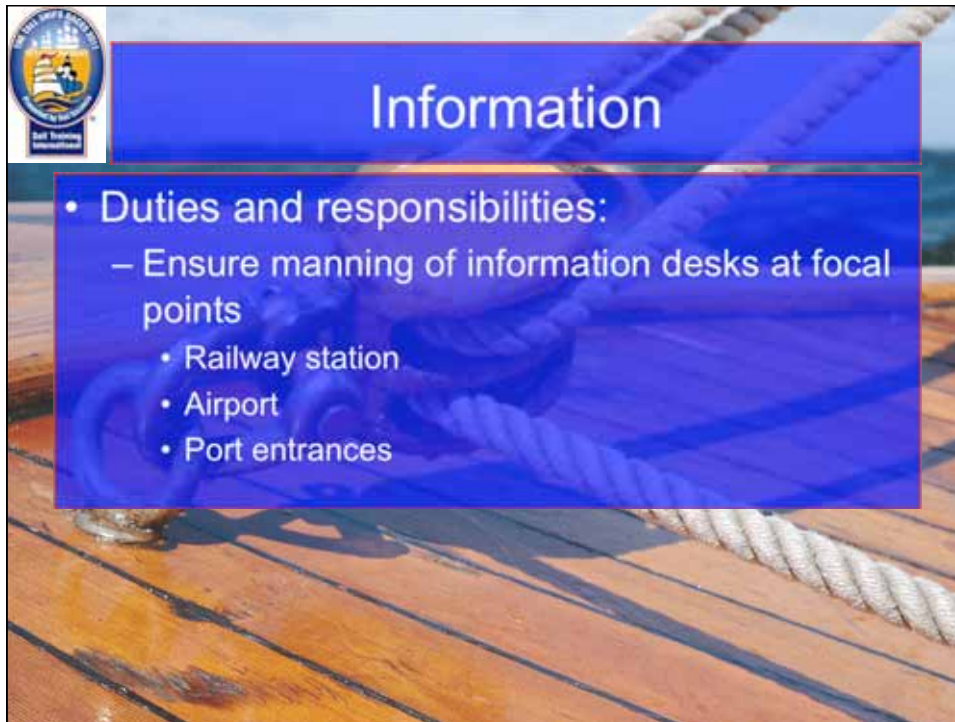
Reception


- Duties and responsibilities:
 - Ensure manning of reception and phone lines
 - Hosts and facilitates visits from other host ports etc
 - Coordinate and holds briefings for visitors
 - Provide liaisons to STI mobile office
 - Provide liaisons to STI race director and chairman



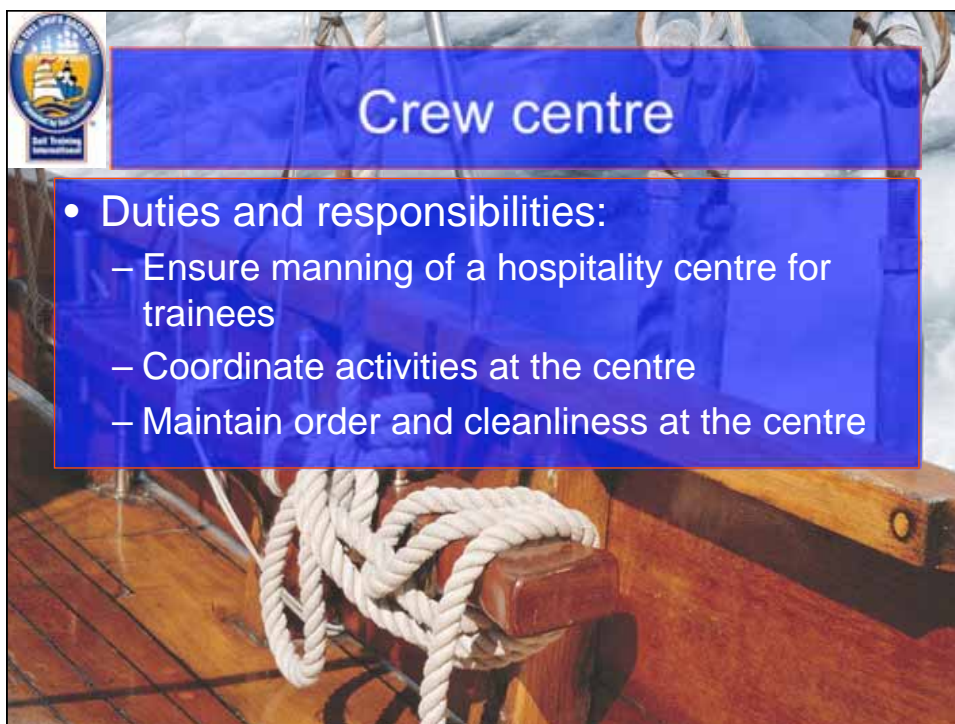
Press office


- Duties and responsibilities:
 - Provide liaisons to the press office
 - Facilitate requests from media and press representatives



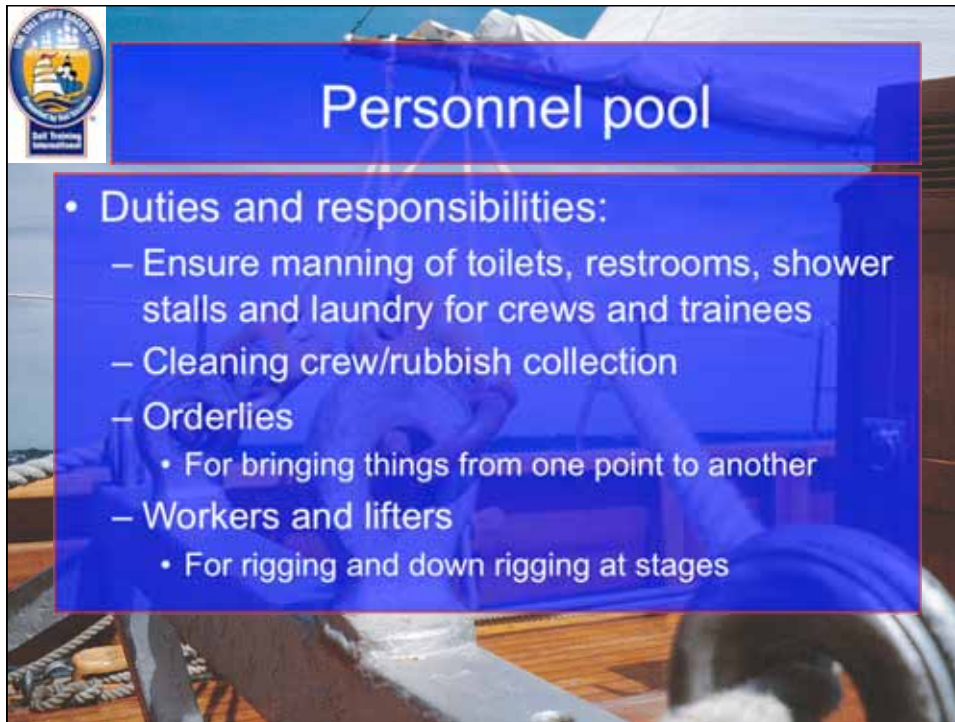
 **Information**


- Duties and responsibilities:
 - Ensure manning of information desks at focal points
 - Railway station
 - Airport
 - Port entrances



 **Crew centre**

- Duties and responsibilities:
 - Ensure manning of a hospitality centre for trainees
 - Coordinate activities at the centre
 - Maintain order and cleanliness at the centre



 **Personnel pool**

- Duties and responsibilities:
 - Ensure manning of toilets, restrooms, shower stalls and laundry for crews and trainees
 - Cleaning crew/rubbish collection
 - Orderlies
 - For bringing things from one point to another
 - Workers and lifters
 - For rigging and down rigging at stages



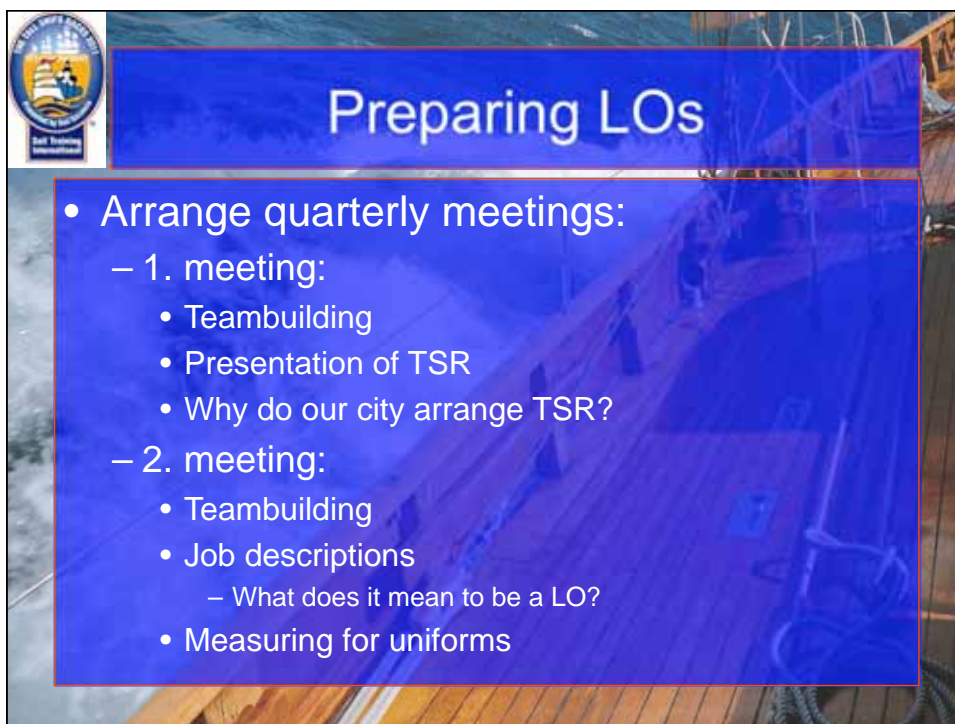
 **Recruiting LOs**


- Commence recruiting approx 15 months in advance
- Contact:
 - Sailing clubs
 - Scouts
 - Sports clubs
 - Military
 - etc




 **Recruiting LOs**

- Establish database via web-site
 - Easy to manage
 - E-mail addresses for group messages
 - Cell-phone numbers for group SMS
- Remember!
 - You'll need volunteers prior to the event and after the event as well!!!




 **Preparing LOs**

- Arrange quarterly meetings:
 - 1. meeting:
 - Teambuilding
 - Presentation of TSR
 - Why do our city arrange TSR?
 - 2. meeting:
 - Teambuilding
 - Job descriptions
 - What does it mean to be a LO?
 - Measuring for uniforms




Preparing LOs

- Arrange quarterly meetings cont.:
 - 3. meeting:
 - Teambuilding
 - First aid
 - Safety issues
 - 4. meeting:
 - Teambuilding
 - Delegation of jobs
 - Establishing groups




LO's equipment

- Uniform/dress code:
 - Bright coloured (preferably sharp yellow) t-shirt, piquet shirt (tennis shirt)
 - Functional name on the back (liaison, support, hospitality)
 - Optional:
 - Navy blue Bermuda shorts, caps, wind-breaker
 - Backpack or bag; for carrying manual, papers, lunch, water-bottle etc



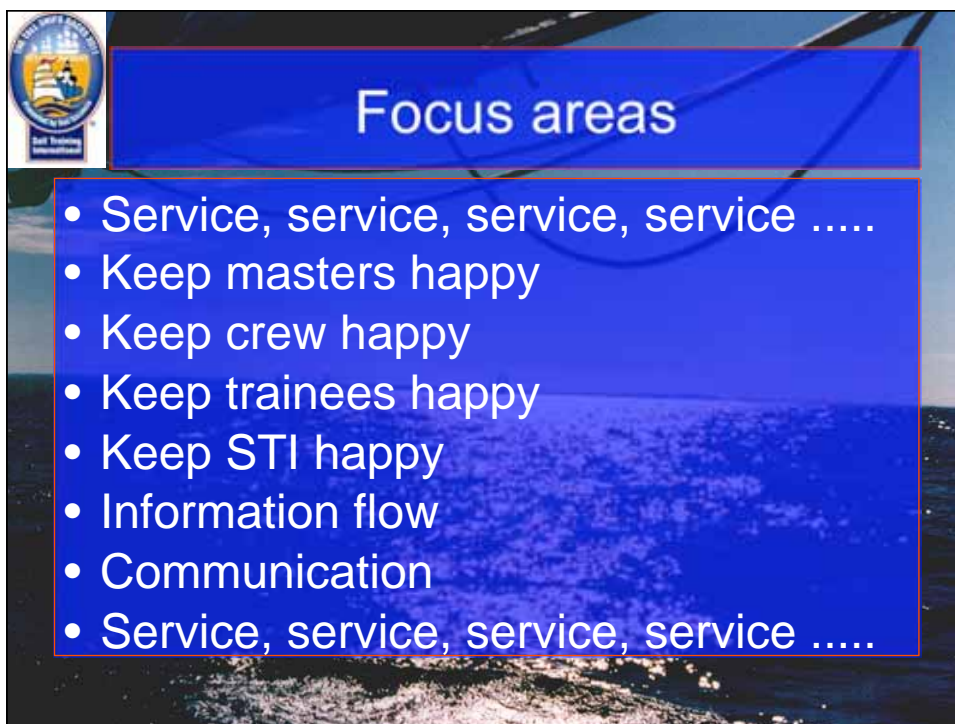
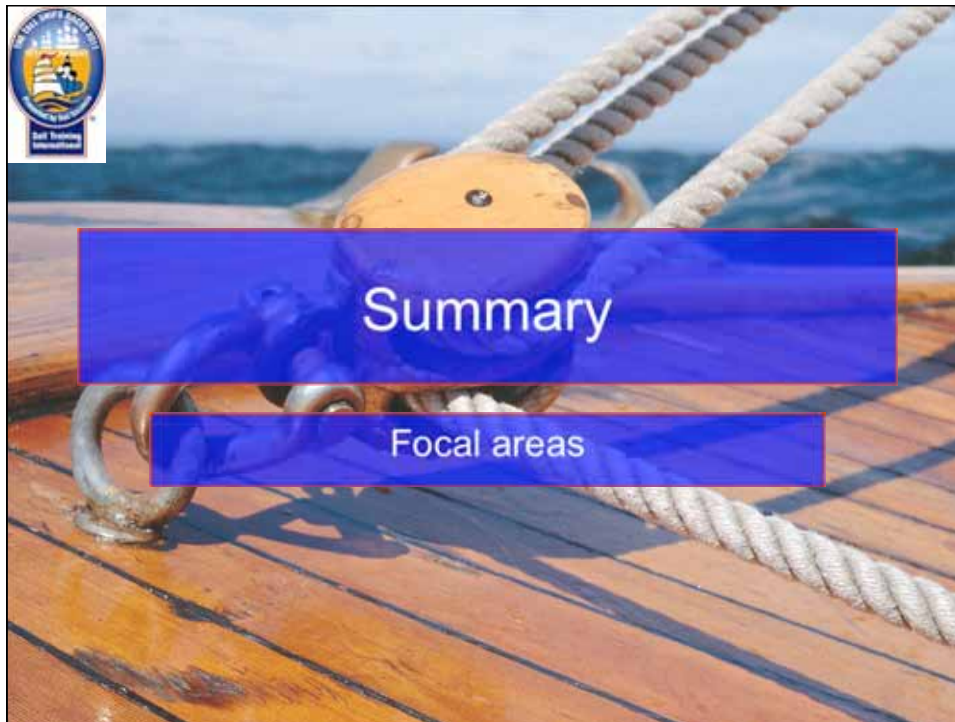
LO's manual

- Should contain:
 - Captain's manual
 - Crew handbook
 - Mooring plan with port facilities
 - Activity schedule
 - Important telephone numbers and contact details



Catering LOs

- Option 1:
 - Meal tickets for use in local café/restaurant for lunch and dinner
 - Baguettes/sandwiches for late workers at HQ
 - Water bottles
- Option 2:
 - Serve meals for sale at crew centre
 - Pizza, burgers, stew etc
 - Free for volunteers





USA SHIP SAFETY CENTER
Ship Training International

In short

- Liaison officers are:

Shiny, happy people!



USA SHIP SAFETY CENTER
Ship Training International

End of briefing!

Thank you for your attention!