Work Ethics (Soft skills) & Technical terminology

3 Ways to Deliver
Choose your preferred learning path

Work Ethics (Soft skills) & Technical terminology

Overview

This course, "Work Ethics (Soft Skills) & Technical Terminology," is designed to empower professionals working in the oil and gas terminal industry with the knowledge and skills necessary to respond effectively to violent actions and threats in the workplace, engage in proper workplace security evaluations, and carry out performance risk assessments.

It also provides in-depth instruction on how to detect warning signs, de-escalate crisis, and develop soft skills such as effective communication, teamwork, problem-solving, time management, and critical thinking. By completing this course, participants will gain a comprehensive understanding of the procedures and instructions necessary for maintaining safety, security, and performance in the workplace.

3 Ways to Deliver
Choose your learning path

Online

Hyflex Virtual

Hyflex Classroom

Learning Delivery Solutions

All our online courses are available in multiple languages and have subtitle options

3 Ways to Deliver

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01

Online

Our online model consists of online, pre-recorded videos that are made to be self-paced and interactive with features like,

➜ Pop-up quizzes

➜ Online assessments and exam with Certification

➜ Student forums

➜ Creation of online notes

➜ Student and teacher dashboard

02

Hyflex Virtual

This is an e-learning model that consists of,

➜ All features of the online solution

➜ Live virtual Face-to-Face interaction, support and coaching

➜ Trainer support through meeting collaboration platforms

➜ We also provide trainers that can speak your native languages

03

Hyflex Classroom

Hyflex Classroom is a one-of-a-kind, unique solution that makes use of various digital technologies to stream the face-to-face classes. It provides,

➜ All features of the Online and Hyflex Virtual solutions

➜ In person, face-to-face lectures and classes

➜ Simultaneous online streaming of the classes held

➜ Live Q & A sessions

➜ In-class Online Exam with certification

★ **All our course content can be customized and designed with your company brand.**
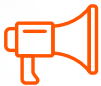
Digital Learning

Our courses are delivered through a digital learning platform that is completely virtual but also has features that derived from the traditional classroom like making notes, giving exams, and completing assessments. Our digital solution makes it easy to follow, track and is accessible from anywhere around the world.

API Integration

Bringing digital learning to you had to be unique especially in today's day and age where technology is rapidly advancing. Our course delivery solutions are integrated with apps like Kapwing, Youtube Studio, MS Teams, Trello Management, OOTBOX.app Producer, OBS, Reaper and Voicemeeter

Multi-Lingual Platform

At Tankskills, inclusion is very important to us! We want to welcome people from all over the world and from different walks of life. No matter what language you speak or would like to learn in, we seek to cater to that. We offer a variety of multiple languages along with subtitle options for our users too.

Online Portal for Assessments

While engaged in our online and hyflex courses, the users can complete their assignments, quizzes and exams online. This is inline with our remote friendly course delivery options as we believe in making education accessible to all.

Status Reports

Our users are also able to generate status reports from their dashboards in order to get an overview on the courses they are engaged in. This helps to track progress in a more organized and systematic way. This option is available to both, students and training producers.

Student Forums

All our students will have access to a student community board where they can ask questions and answer other student's queries as well. They will have access to the forums, chats that are not only existing but also past forums that are related to the course they are enrolled in.
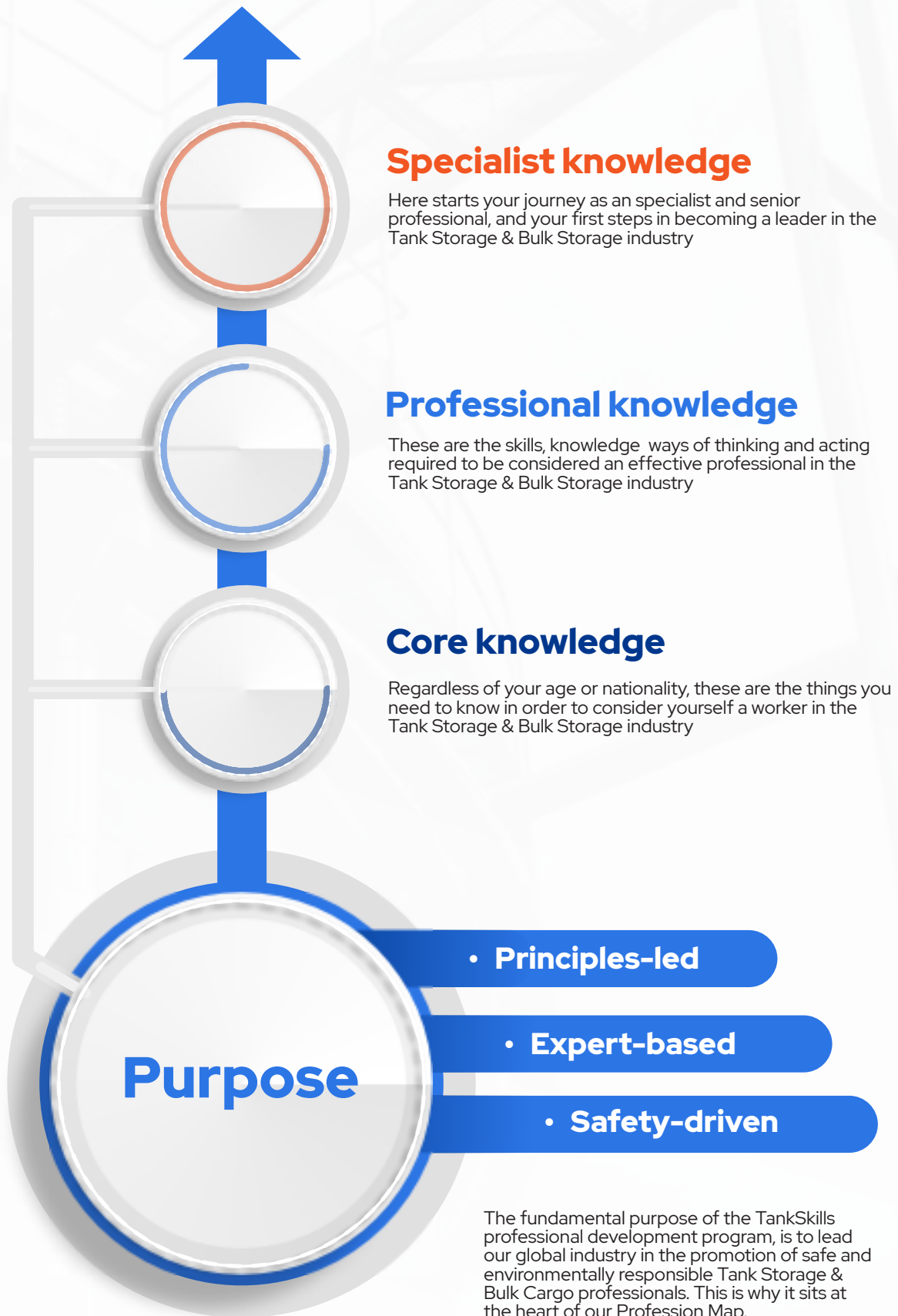
F2F Virtual Trainer Support

Our hyflex classroom students can now avail support from our trainers regarding their course or a topic. This is done via email or a Microsoft Teams meeting and 1 assistant course instructor onsite as well.

Competency Framework

All our course content follows international guidelines and standards like the OCIMF and are validated through Subject Matter Experts before being approved to be a part of a course. We want to ensure the best practices among our users and make it available even in the most remote of locations.

TankSkills Profession Map

OCIMF

Tank Skills

Specialist knowledge

Here starts your journey as an specialist and senior professional, and your first steps in becoming a leader in the Tank Storage & Bulk Storage industry

Professional knowledge

These are the skills, knowledge ways of thinking and acting required to be considered an effective professional in the Tank Storage & Bulk Storage industry

Core knowledge

Regardless of your age or nationality, these are the things you need to know in order to consider yourself a worker in the Tank Storage & Bulk Storage industry

Purpose

- **Principles-led**
- **Expert-based**
- **Safety-driven**

The fundamental purpose of the TankSkills professional development program, is to lead our global industry in the promotion of safe and environmentally responsible Tank Storage & Bulk Cargo professionals. This is why it sits at the heart of our Profession Map.

Course Outline

Work Ethics (Soft skills) & Technical terminology

Module 1: Workplace Safety and Security (Understanding)
- Understanding and identifying potential workplace hazards
- Emergency response and evacuation procedures
- Workplace security evaluations and best practices
- Reporting and documenting workplace incidents

Module 2: Performance Risk Assessments (Understanding)
- Types of performance risk assessments
- Identifying and assessing risk factors
- Developing and implementing risk control measures
- Reviewing and evaluating the effectiveness of risk control measures

Module 3: Crisis Management (Understanding)
- Understanding the stages of crisis and crisis management
- Identifying and assessing potential crisis scenarios
- Developing and implementing crisis management plans
- Communicating effectively during a crisis

Module 4: De-escalation Techniques (Understanding)
- Understanding the dynamics of conflict and escalation
- Identifying and assessing warning signs of escalation
- Techniques for de-escalating conflicts and crises
- Communicating effectively during de-escalation

Module 5: Workplace Communication (Understanding)
- Understanding effective communication in the workplace
- Identifying and assessing communication barriers
- Developing and implementing effective communication strategies
- Communicating effectively in difficult situations

Module 6: Teamwork and Collaboration (Understanding)
- Understanding the importance of teamwork and collaboration in the workplace
- Identifying and assessing team dynamics
- Developing and implementing effective teamwork strategies
- Communicating effectively as part of a team

Module 7: Technical Terminology (Understanding)
- Understanding the technical terminology specific to the oil and gas terminal industry
- Identifying and assessing common misconceptions and misunderstandings
- Developing and implementing strategies for effective communication of technical information
- Enhancing understanding and use of technical terminology

Module 8: Professionalism and Work Ethics (Understanding)
- Understanding and identifying the key principles of professionalism and work ethics
- Identifying and assessing potential ethical dilemmas
- Developing and implementing strategies for maintaining professionalism and work ethics
- Enhancing understanding of legal and regulatory requirements related to work ethics

Module 9: Soft Skills Development (Understanding)
- Understanding the importance of soft skills in the workplace
- Identifying personal strengths and weaknesses in soft skills
- Developing strategies for improving communication, collaboration, problem-solving, and critical thinking
- Understanding the impact of emotions on performance
- Time management and stress management techniques
- Building resilience and managing change

Benefits

1. Analyse the potential hazards and risks in the workplace and develop effective strategies for identifying, assessing, and controlling them (Cognitive Domain: Analysis)

2. Evaluate the effectiveness of emergency response and evacuation procedures, and implement best practices for maintaining workplace security (Cognitive Domain: Evaluation)

3. Create a crisis management plan and apply effective communication and de-escalation techniques to handle crisis situations (Cognitive Domain: Creation)

4. Apply soft skills such as effective communication, teamwork, problem-solving, time management, and critical thinking in real-world scenarios (Cognitive Domain: Application)

5. Synthesize and communicate technical information related to the oil and gas terminal industry in a clear and effective manner (Cognitive Domain: Synthesis)

Attendees:

Our courses are specially crafted to assist those working in the industries of

- Tank Storage Terminals, Refineries, FPSO's, Offshore Marine Terminals, STS POAC & Superintendence

- Health Safety & Environment, LNG Operations of Tankers and Terminals, Oil & Gas Logistics

- Airport Fueling, Traders, Tanker Operators, Shipping Agents, Cargo Inspection, Loss Control

- Marine Expediting, Biofuel Storage, Claims Departments, Port Authorities, Customs, Security Personnel

- Tank Farm operators, Loading Masters and Terminal Management