

# **ENGLISH AS THE MEANS OF PROFESSIONAL AND INTERPERSONAL COMMUNICATION IN FOREIGN SEA CREWS**

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Undoubtedly, sea professions have been popular for a long time. It is caused by high salary, long holidays between voyages, an opportunity to see the world and acquire knowledge about other cultures, a possibility of climbing up the career ladder. But there is still a number of problems which crew members face during their work. For instance, we need to point out the following problems such as a frequent change of time zones and climatic zones, pirates' attacks, storm and hurricanes, seasickness, accidents, etc. Moreover, the place of work and personal space is limited within the vessel, communication is realized in a close knit where each person is always under scrutiny and depends on everybody's actions.

The research papers of S.V. Borisnev, A.V. Romenskiy, H.V. Tsibulskaya, T.V. Polyakova, V.N. Zykova, I.V. Sevastyanova are dedicated to the study of professional and communicative aspects of sea profile training.

Let's consider what knowledge and relations between crew members ensure survival, organization of the crew capable of fulfilling the tasks. The analysis of accidents at sea has shown that over 80 per cent of accidents occur because of "a human factor". For example, the ferry "Scandinavian Star" has caught fire with 158 people dead due to bad knowledge of English, following the experts' statement. The ignorance or bad knowledge of English are set to be the issue [2]. Knowledge of English proves to be one of the main qualification requirements for sea specialists. A number of sea professions requires a good expertise in English for the professional purposes. It is worth mentioning that English is of great importance for navigators since language deals with the safety of navigation. English plays a significant role while keeping in touch with passing vessels, coast

guards, ports, etc. All navigation equipment is also operated by employing English.

It should be noted that successful communication of mariners is much affected by a psychological climate in the crews. The psychological climate acts as one of the most important conditions of crews' readiness for finding effective solutions in various situations. As a rule, there is a number of people having various personal features, character traits, so the best and the most productive way of resolving the conflicts is set to be an elimination of such contradictions [1].

The elimination of conflict situations in the crews is dictated by the development of an interpersonal relations. The shaping of the interpersonal relations in the crews is, undoubtedly, influenced by communication which comes across as the main need of the personality. The person can't support the existence without interacting with other people. An effective interaction when common goals are achieved at the minimum expenses of time and energy leaves the topic of conversation for its participants. The participants face obstacles when they fail to manage interaction, or too much time and energy is spent, they feel disappointment even if the objectives are achieved. The failures occur due to an inability or unwillingness to understand each other, to find common ground, and also a lack of necessary skills of decision-making that make interaction difficult and sometimes painful [3]. If people have no opportunity to communicate, they won't be able to work together, to formulate the purposes and to reach them. If communication is ineffectively organized, the decisions made by crew can be wrong, people are not able to make out what is required. The trust and assessment of everybody's contribution increase efficiency of communication, self-esteem. Besides people are united by the general environment. So, to make the process of communication effective, it is necessary to exclude aggression, rage, to point kindly to mistakes and learn to reach consensus.

On the one hand, sometimes difficult relations make people be at odds when they fail to find a compromise, to reach simple mutual understanding. Quite often

interaction looks rather benevolent, however the lack of mutual confidence and trust pose an obstacle. It is obvious that interaction of people can take place in the same circumstances differently. That's why a subjective human aspect within the situation appears [4]. Everyone reacts to real matter in his own way and estimates it depending on own personal features. The person chooses different patterns of behavior and ways to cope with difficulties. On the other hand, a certain discrepancy and tension in interaction turn out to be beneficial. The point is to avoid converting contradictions into interpersonal complications which lead to violation of normal interaction. Indeed, often organizational problems turn into difficulties of interpersonal communication and lead to disagreement between people. A human factor of conflict is connected both with features of the crews and individual, personal qualities of people. To be short, mutual goodwill, desire to cooperate, readiness of crew members to find peaceful solution of the problems have an influence on working and interpersonal relations.

In addition, the important part is also assigned to the head of the crews called Master. If he is subjected to conflict behavior, it brings tension in the relations with subordinates, makes negative impact on the relations of crew members. On the contrary, the ability of the head to brush aside tension, to convert disagreements into constructive discussion contributes to the development of similar style between the subordinates onboard the ship.

A cultural component speaks volumes about effective and tolerant communication. Often the crews are made up of people belonging to different cultures. To avoid misunderstanding, not to offend the person of other culture it is necessary to get acquainted with his customs, patterns of behavior with a view to providing free interaction at the interpersonal and professional level [5; 6].

To sum it up, the knowledge of English tends to be the most important means of communication, ensuring safety and security in sea environment. The communication banks on psychological climate created in the crews, i.e. an effective communication between crew members allows to reach the maximum

agreement, strong personal links. Mutual goodwill, desire to cooperate, readiness of crew members to help, to find solution of the problems are part and parcel of professional and interpersonal communication.

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