



MOTIVATE YOUR CREW

MOTIVATIONAL TRAINING FOR CREW, SUPERVISORS & MANAGERS



2.1 THE GOALS OF “MYC”



We have thought so long about how to show you our appreciation and gratitude for your good job carried out, and finally we've remembered about the story of the old fisherman and his son. The fisherman didn't provide the fish for his son, but instead taught him how to fish for himself.

Therefore with pleasure we offer you this training which will set you on the path to success. All these guidelines will change forever your approach to the job and to your challenges in the professional and personal life .

2.1 THE GOALS OF “MYC”

This training will lead help you to feel more motivated on daily tasks and personal targets.

We kindly ask you, before to start our presentation, to our presentation, to think about the following question: the following question:

- What was your job before to come on board, how was your life and your possibilities, and why you decided to join on board cruises?
- How many things have you been able to provide for you and for your family with this job?
- What is your next step in your career or in your private plans?

TO WORK ON BOARD THE PASSENGER SHIP GIVE YOU THE PRIVILEGE OF LOOKING THE WORLD BY A NEW POINT OF VIEW! THE SAME SIMPLE THINGS OWNED BEFORE, WILL GAIN NOW A NEW LIGHT AND IMPORTANCE, LIKE THE TIME WITH YOUR FAMILY AND FOR YOUR SELF.



2.1.1 PERSONAL ATTITUDE

When you think positive,
good things happens to you.

To be happy is not a natural behavior, but is a daily and personal choice. To say thanks when a job is well done, to wish good morning when you meet a colleague into corridors or elevator, to keep smiling with passengers, all this actions make you step in the right way for the success. The reason of this words is because when you are positive, you are calling positive things into your life.



IF YOU DON'T LIKE SOMETHING, CHANGE IT.
IF YOU CAN'T CHANGE IT, CHANGE YOUR ATTITUDE.

Complaining is not worth it!

Is very easy to be affected from the fever of complaining, this is a wrong reaction of our mind when we are unhappy with our personal status. The point is that when you complain about a problem, you become as well part of the problem instead of solution of it. Complaining is dangerous for your health, for your performance and for your colleagues. Moreover to complain, will not change nothing surrounding you, it will only get it worse. Try to stop it immediately and focus on positive suggestion and solution, your brain, your mind, your soul and your colleagues will be grateful to you.

STOP COMPLAINING!

*reduce anxiety, improve
relationships, & get
farther ahead at work*



Change your point of view

If you are unable to change a bad situation, even after many attempts, you should change how you look at the situation. Nothing is intrinsically good or bad. Good or bad is always relative. If you compare your situation with someone else worse, then yours does not seem so bad after all.

Do I have to live my whole life doing this job?

If you are asking often this question to your self, take a little time for meditation and ask yourself how your work is helping others (family or strangers), regardless of how insignificantly or indirectly. As you focus more on others, you can reconnect with meaning and purpose of your work.



2.1.2 RECONSIDER YOUR WORKING SPACE



How do you imagine the job on land? To arrive at home for the dinner is not everything if it doesn't worth the choice. This training doesn't have the purpose to discriminate the job on land or to brainwash you and your ideas, but take few second to think careful about it. Every job has good a bad side, and everyone has the ideas that the neighbour garden is more green, but in this case we believe that yours is the greener.



2.1.2 RECONSIDER YOUR WORKING SPACE



In few short years, life on board ships has improved a lot in terms of comfort, environment, duration communications, etc., especially the possibility to let your family to join you on board. Mostly probably companies on land only changed the computers models in their offices during this same time. Think about how could be the future.

2.2 CAREER PLANNING

What is your plan?

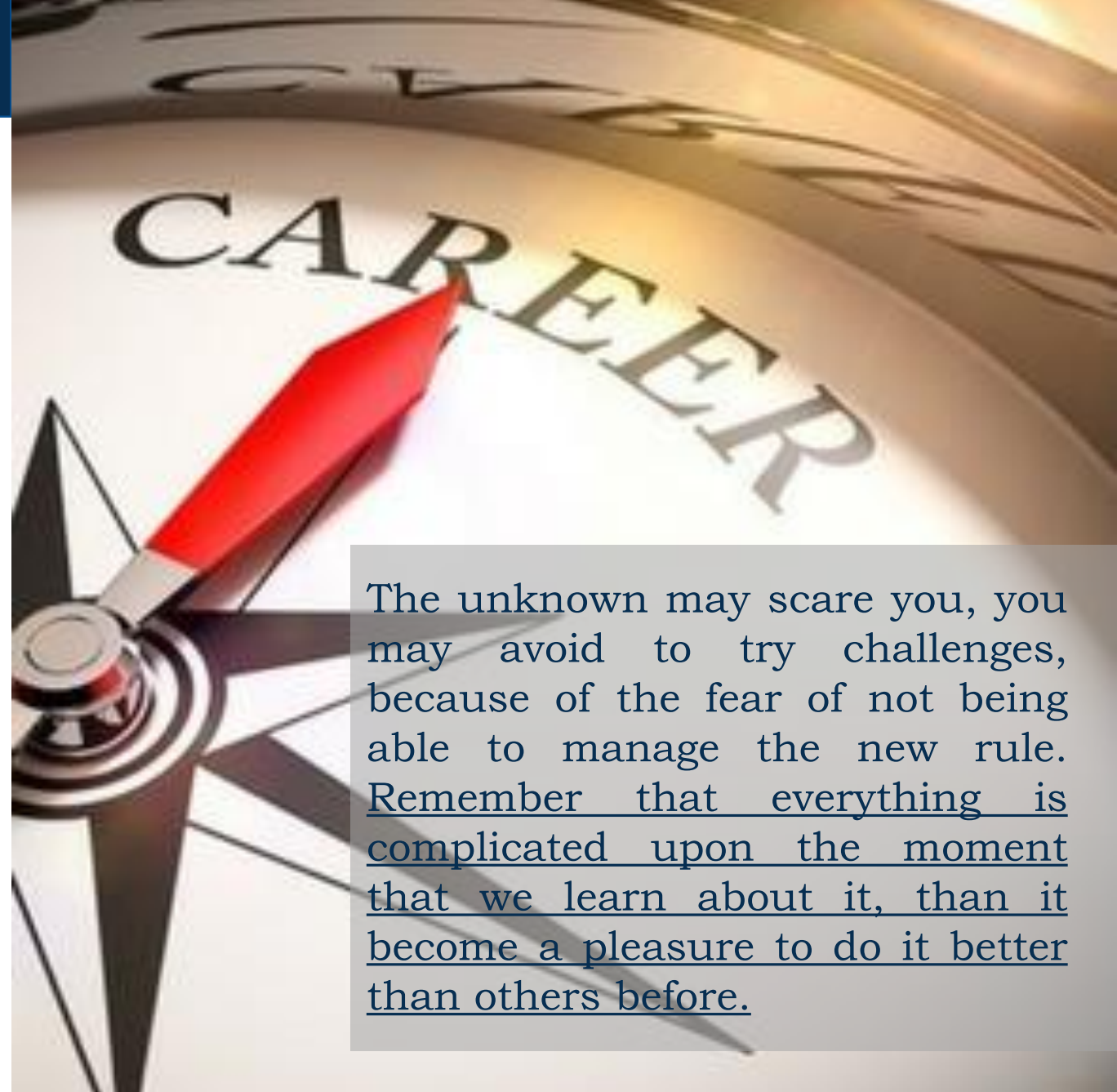
- **I want to become a head of department**
- **I want to settle down with my personal plans**
- **I want to collect money and open a personal business in my country**
- **I want to guarantee a future to my son**
- **I want to change position and challenge my skills**

Everything you plan is possible. Don't focus on the obstacles, but on your goals. Any challenge in the life will make you stronger, any effort on your job will reward you in the same way. On the cruise market there are many advantages compared to the normal jobs on land, and is our target to show you how to achieve them. Thanks to our initiative "GROW UP", our fleet is full of successfully stories made by crew members which was starting with a humble position before to become supervisors and managers.

2.2 CAREER PLANNING

FIND YOUR DIRECTION NOW

*Aim to your goal, focus on your skills
challenge yourself and pursue your
dreams. The password is: Nothing is
impossible.*



The unknown may scare you, you may avoid to try challenges, because of the fear of not being able to manage the new rule. Remember that everything is complicated upon the moment that we learn about it, than it become a pleasure to do it better than others before.

2.2 CAREER PLANNING

- 1 – Don't make just a good job, be the difference
- 2 – Focus on what you like to do, then improve it
- 3 – Give new ideas and challenge yourself
- 4 – Keep a good relationship, the colleagues are resources and not competitors
- 5 – Use the time in the best way you can. Every day you have 86400 seconds to spend in amazing ways

When you want to start to make order in your life, start from your cabin.

When you want start to challenge your mind, start from body's workout.

When you want to start to think positive, start from your smile. Start small to become big.



2.2.1 WHO SUCCEED IN THE PAST



J.K. Rowling.
(Harry Potter Author)

Until 31 years old she was a single mom, and her book was rejected 12 times before to be published.



Amancio Ortega.
Zara Founder.

Until 30 years old he was shirt shop seller in a small shop.



Andrea Bocelli.
International Singer

Until 33 years old he was playing piano in bars and hotels.

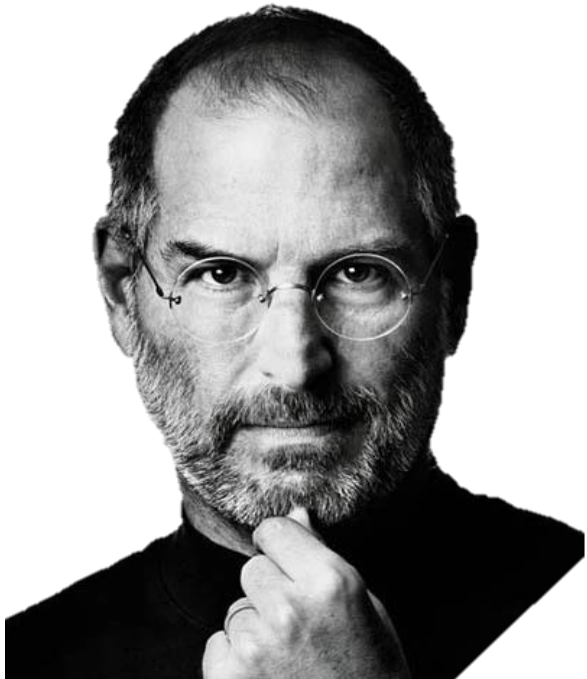


Silvio Berlusconi.
Business Man & Ex Italian Minister.

Until 27 years old he was singing on board the Passenger Ship with a small band.

All of them was starting from your same position,
with same possibility.

Steve Jobs



“Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do.

If you haven't found it yet, keep looking. Don't settle.

As with all matters of the heart, you'll know when you find it. And, like any great relationship, it just gets better and better as the years roll on.

So keep looking until you find it. Don't settle.”



RICHARD BENSON *Virgin Owner*

'I DON'T THINK OF WORK AS WORK AND PLAY AS PLAY. IT'S ALL LIVING.



2.3 KEEP YOURSELF MOTIVATED

You have to motivate yourself,
If it doesn't challenge you,
It doesn't change you



You Can!

Make the difference every day, get positive attitude and give your best regardless the immediate rewards, the life will give you much more in long terms.

Forget the fear of the challenge!

Be aware of your power, focus on your goals, and challenge everything will be in the middle between you and your target. You are the one to write your future, not the others and not the circumstances.

2.3 KEEP YOURSELF MOTIVATED



Yes, loving your job helps in keeping you motivated, but it's not everything. Sometimes our brains can start to wander to different places and — before we know it — we don't have an ounce of inspiration left in us to continue on with the day. What can you do? Luckily, there are steps you can take to get the motivation up to where it needs to be.

1_Commit to doing the best

4_Take a break

7_ Set up a personal reward system

10_Use the power of positive word

2_Set up your goals

5_Ask for feedback

8_Ask why to yourself

11_Be curious

3 _Make a great to do list

6_Don` t focus on what you can` t control

9_Hangout with your colleagues

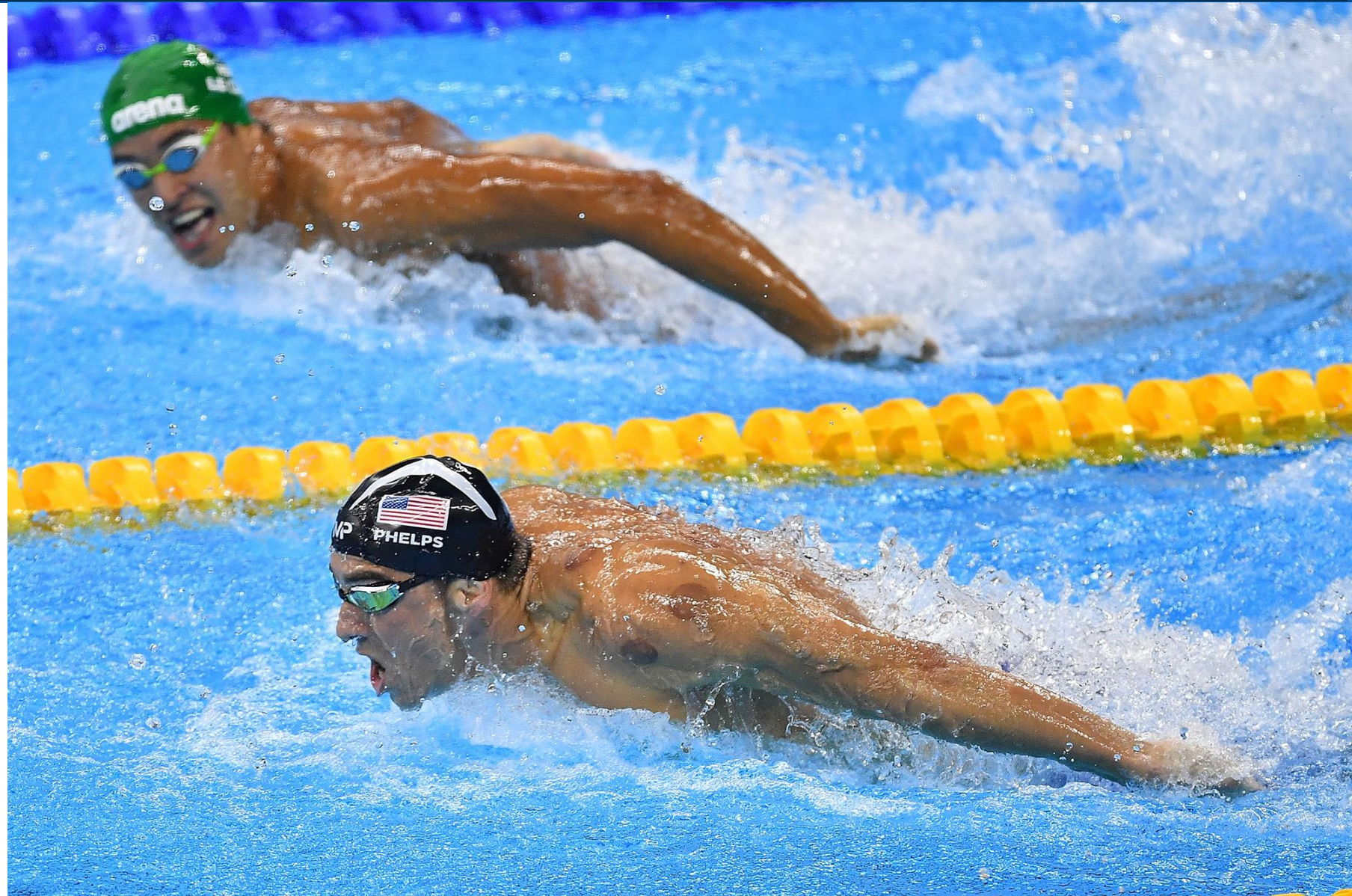
12_Dress up always properly and styling

Keep focus on you!

Take care only about your plan, your wishes and your target, don't look at others.

This is the only way to do always the best from your side, regardless the results of our opponents.

We will win when we succeed in our dream, not when we beat our opponent.



HOW WE REACT TO THE LIFE'S CIRCUMSTANCES



HOW THE EGGS AND POTATOES REACTS TO THE HOT WATER ?

As all we know the eggs become solid, and potatoes become soft, same element like the hot water but different behaviour. We are exactly like that, on the same hard circumstances we react strong, or weak. Stop now to blame the circumstances and life if you are living in a uncomfortable life. Is only you to decide what is better or worse for yourself. The life is made by circumstances, but what will make the difference on your life is the way that you will challenge these circumstances. The life on board the ship is a circumstance as well, and is on your hand to be just a number or to make the difference. Your behavior, your attitude and your discipline make of you everyday the best candidate for the success of your own life. Your life is on your hand, sometimes hot like the potatoes and sometimes ready to break like the eggs shells.

The best way to keep yourself motivated is to focus on your next step!



What about your promotion ?

Perhaps you was already planning to apply for a new position on board, but some kind of fear is holding you back. Maybe it's because of the different responsibilities or maybe somebody tell you scaring comment about the Head of Department(?). The reality is that all of us see the changing like something hard to achieve and complicate to understand.

All new experiences are complicated at first but from the moment we understand it we learn how to improve it.

Don't think twice, you may manage any challenge, the worse mistake that you could make is not doing nothing or not even trying. Don't even think to wait, later could be never. Remember that you are born to win and to succeed, you can achieve anything you dream of.

2.4 DON'T BE AFRAID TO FAIL

FAILING IS RELATIVE

Don't be afraid to fail, many people in the life was failing many times before succeeding in the life. What really make the difference is your motivation and your will to succeed.

What does not kill you make you stronger.

When you try to change your life to better, when you challenge yourself getting out from the comfort zone, and when you set up a target in your life and effort all your energies for its achievement, your are already a winner. The real fail is when you never try!





The Story of Hornet

For many years the scientist was studying how the hornets may be capable to fly. Seems in fact, that his body is too heavy for his weak wings.

The point is that she doesn't know this and this is exactly why she can FLY .

Don't listen who tell you that you are not ready to effort any challenge, sometimes the people tell you what they aren't able to do.

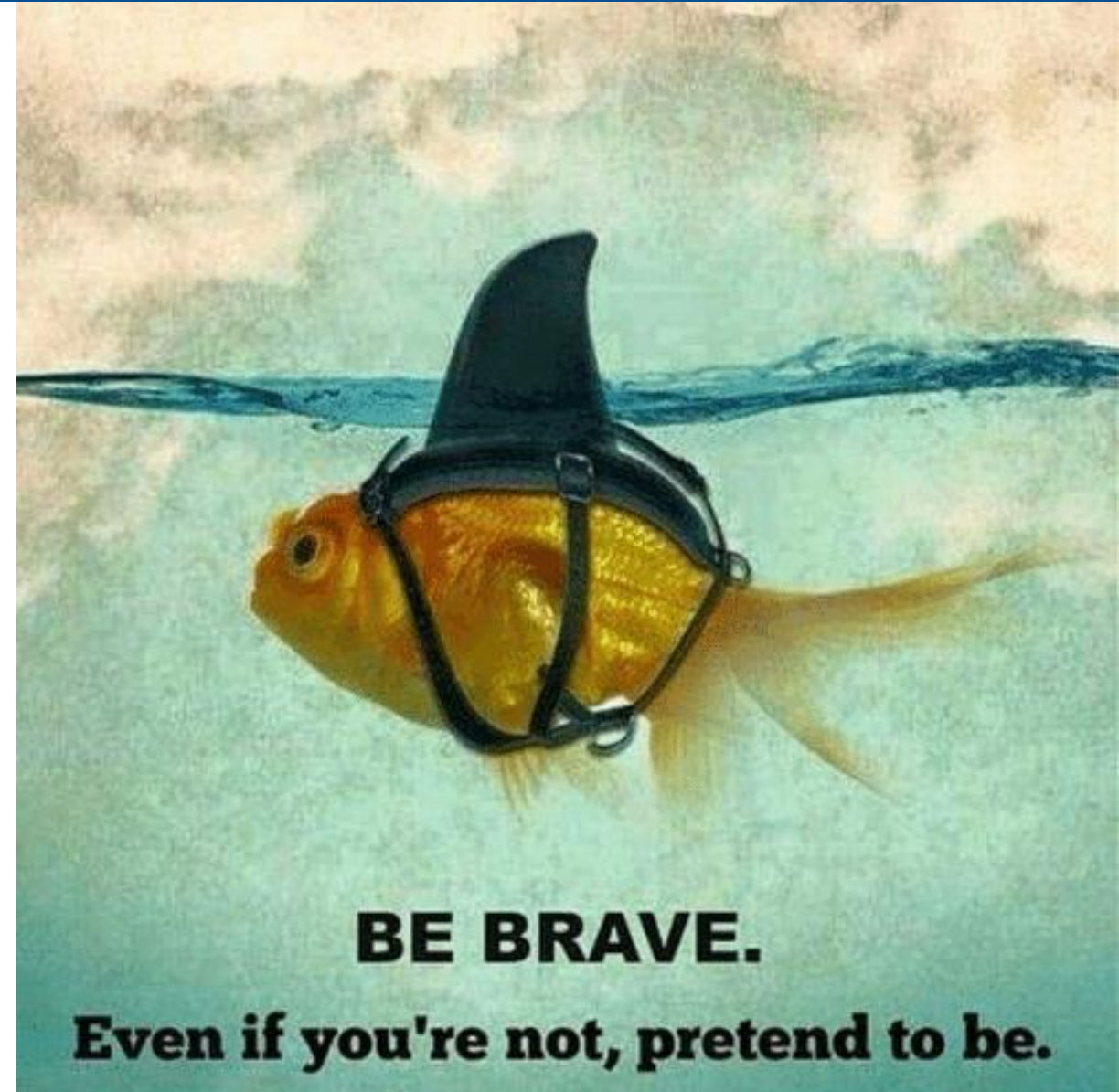
We need to train our soul and ourselves to think positive, to be aware of the difficulty of the life and to find the way to overtake them. To think as outsider is harder every day, but if you succeed in this today, you will be the one to win tomorrow.

Don't be afraid to do the things that scare you. That's where growth happens.

When you know clearly what scare you, focus on it and find a way to challenge it, like a new task, a new duty, like a new ship or responsibility, keep thinking that if somebody was able to perform it before than you, it means that you will be able as well to do.

Where there is will there is way

When there is something which keep your humor down, be aware of it and let it pass on you. To be aware of what it is, and why it happens, make you stop question about it.





What is in your backpack?

How far you expect to go if you are carrying on such heavy weight? This is happening to us when our mind is full of useless information and thoughts. The judgment of the others, the risk of failing, the fear to don't be ready, the breathless of the challenge, the opinion of the family and colleagues, the lack of appreciation, etc.

Make your mind free and light, and ask to yourself a simple question:

“How can I make me happy and proud of myself?”
We are sure that you have already the answer.

The changings are like the dark rooms.

When you enter in a dark room, you feel scared and unsecure due the facts that you don't know what to expect from there.

The same is happening when you make a change in your life like applying for new role or position.

Is enough to switch on the light to fell comfortable, to have clear idea of your space, obstructions and tools.

In the same way, when you start a new position on board, very soon you will realize that was much more easy than your expectations.



Everything change in the life,
nothing is constant, except
the changing.





We are un-educated due our brave.

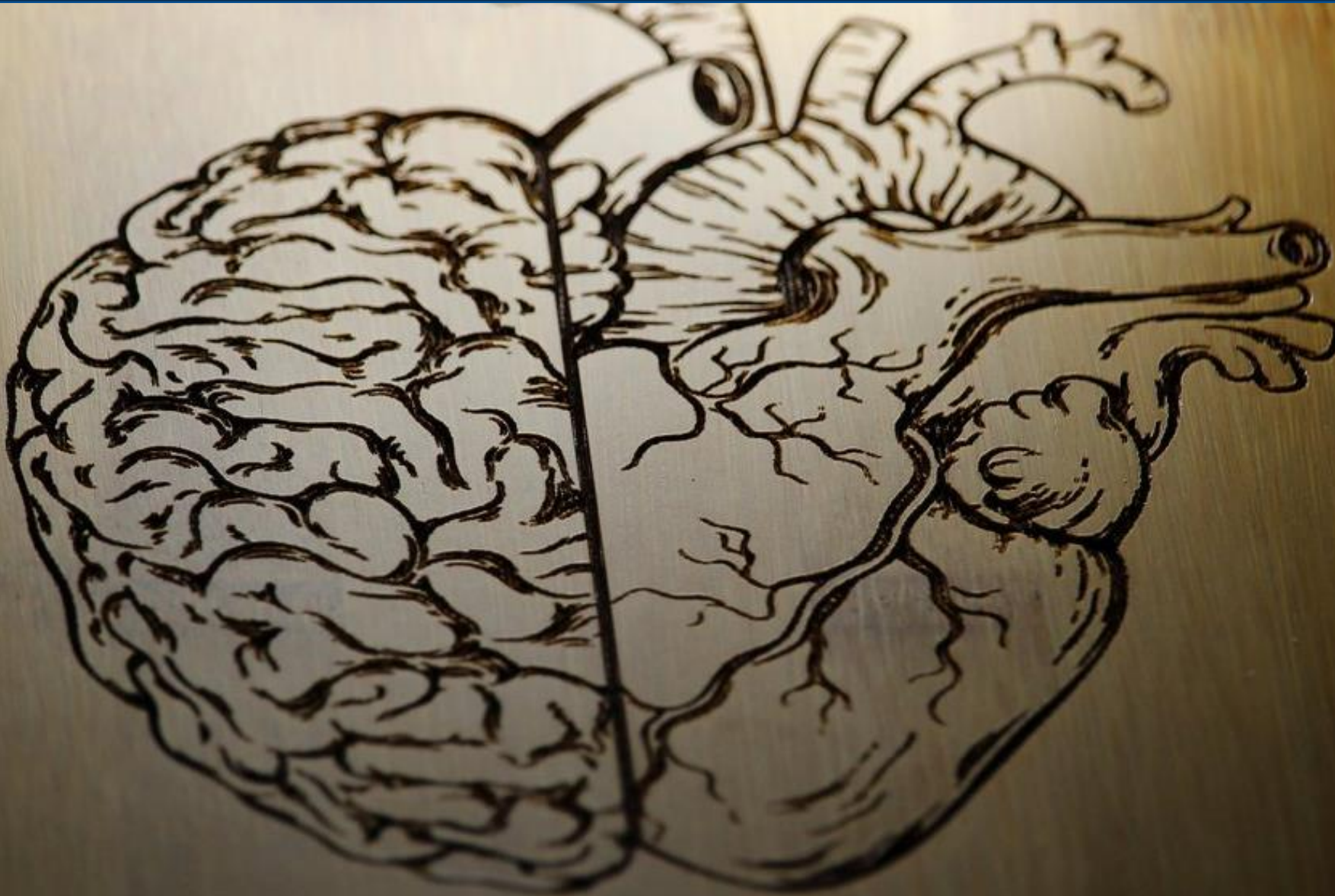
Since we are in the school they try to teach us with fear of everything as basic motivation. Fear of getting failing grades, fear of not staying with your class, fear to get a bad note. The interest and motivation may produce learning on a scale compared to fear as a nuclear explosion to a firecracker.

You fail and than what? Life goes on.

It's only when you fail that you discover new things. If you never fail means that you didn't tried enough. Many people would like to try the challenge of success in a safe way, this means that you need to keep yourself with one step back all the time. Be aware of your failing and take the lesson to learn for your future. All those experiences will make you stronger and invincible.



2.5 USE THE BRAIN POWER



**To be Connected doesn't
means to be online.**

Your brain is capable of unbelievable and extraordinary things, however the use of its powers is strictly connected by the use of heart.

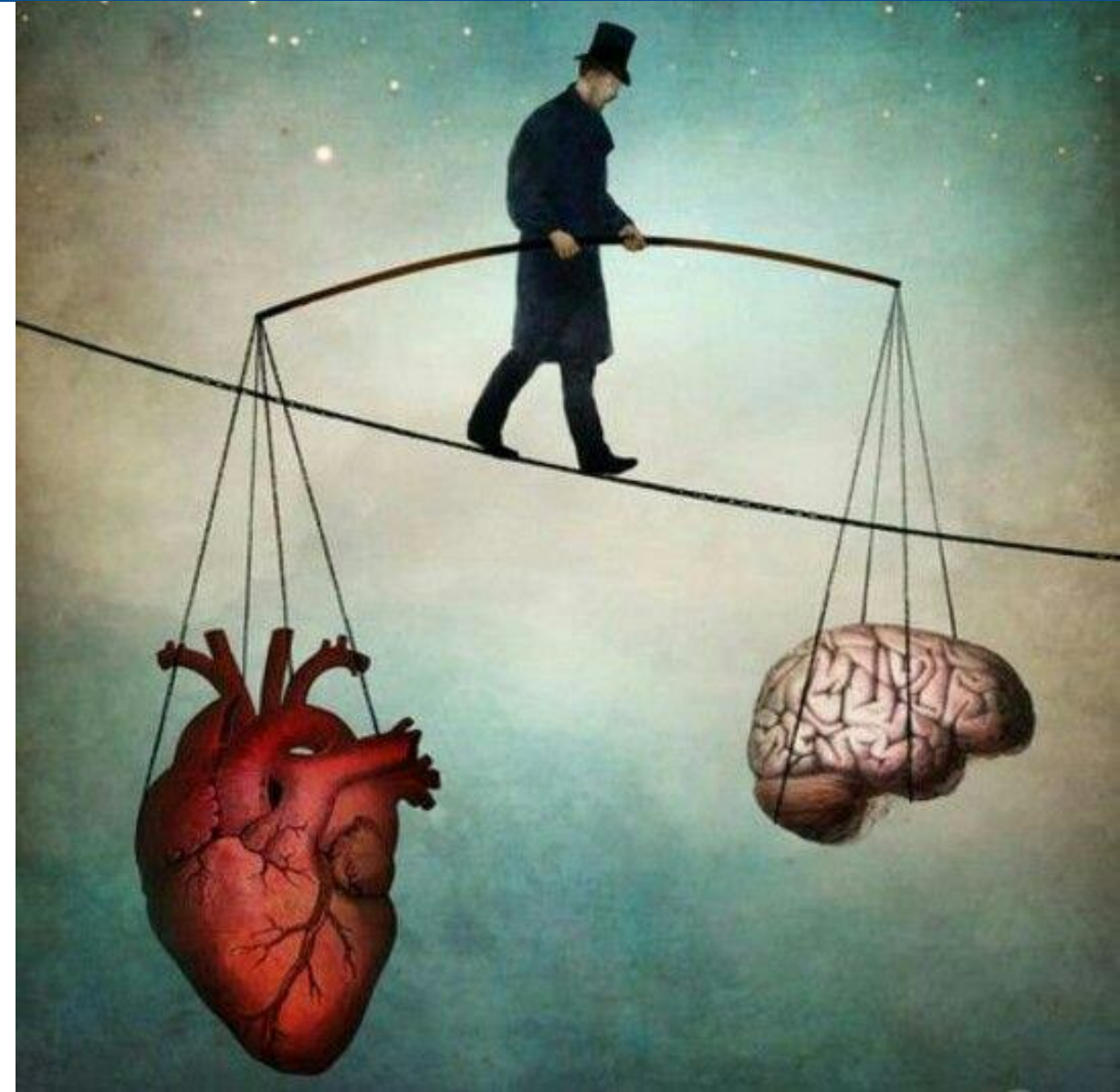
When you have a project in your mind or when you have a dream hided in your heart, focus on it with all your energies, use your brain to centralize all your thoughts on it and use your heart to feel already the emotion of his achievement, the rest will be done by the life.

The motivation start from the heart, the power from the brain.

The fastest way to connect yourself with your goals, is to start love yourself, then the others, later the job and your hobbies, in the end use the brain to improve your status when you wish something bigger.

If you really want to make the difference in your whole life, you need to use your heart.


When you have a target, you suffer and sweat upon its achievement, this feeling are from the heart and not from the brain. However, our brain is strictly connected with our heart, and if you learn to power of his correct use, you will be unstoppable.



How to use the power of your brain.

How many times have it happened in your life to explain to yourself something of un-explainable? The time when you were thinking about someone and then this person appear to you. The time when you were obsessed by a specific number. The time when you were checking your watch and it was exactly on the same time of the previous three days. The time when you were singing one song and suddenly the radio start to broadcast it.

Obviously it can not be everything a coincidence, one reason must be hided behind all those event. The answer is inside your brain and your thoughts. When you are thinking about something, you are addressing your thoughts in a specific direction. As the universe is made by energies, all of us are energies too, and our wishes just give a direction to all these energies. If you learn how to use it, you will be able to realize all your dream.



When you wish something, all the universe conspires in helping you to achieve it.

2.5 USE THE BRAIN'S POWER



Are you left brain or right brain?

All of us are affected by the nature of our brain side. The people born right hand, are usually with left brain side more developed, which means the logistic, strategic, administration, they are focus to grow up in the career. The people born left hand, so with right side brain more developed, they are the best in matter of creativity, fantasy, art, vision, feeling, they are living much more the present moment than the future plan. Is good to recognize your brain size in order to effort on your natural skill and to improve the other side if need with specific techniques.

2.5 USE THE BRAIN'S POWER

CHALLENGE YOURSELF : It may sound at first like an utopic story, when you wish about something and suddenly it will happen. Therefore we would like to challenge you with a small trick. When you want to wake up without any alarm, try to focus on the clock time when you would like to stand up. Imagine in your mind the clock with that time and numbers, focus for few minutes on this before you fall asleep, try this tip and then you will see what time your body will let you know to leave the bed. (10 minutes before your set up time)



In reality your brain is capable to make much more than this. The sample of the waking up without alarms, is showing you that it works and that your brain can be your best friend to succeed in your whole entire life. Obviously as all the things, also the brain power will need to be trained, and as much focus and time you will dedicate to your brain, much more power you will have for your dreams come true. To be connected with your brain, is imperative and essential to be a positive person, to believe in it and to be connected with your heart.

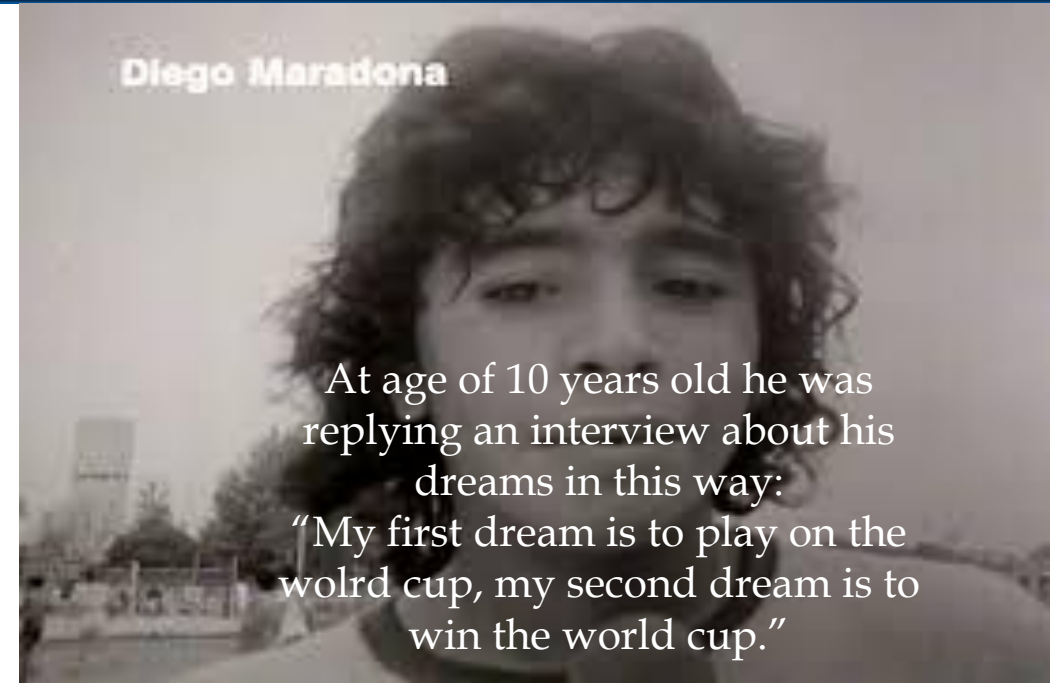


2.5 USE THE BRAIN'S POWER

How to use the brain power:

You have learned now that your brain may works in an unexpected way, so why to don't use it for something bigger than just wake you up without alarms? Everything that concern you, can be improved by the brain`s power, a relationship or a love, a job opportunity, a salary, a promotion, to pass an exam, a better body`s shape.

Your duty is only to wish and to work for your dream comes true. For example if you would like a nice abs, you will never get it without working out, but you will get it faster if you focus on it. If you wish on a promotion you will never get it without any effort, you have to guarantee your side of effort for this realization, the brain's power will do the rest.



An exsample : 





How to focus:

WHEN YOU HAVE A WISH, ACT LIKE YOU ARE ALREADY SURE THAT IT WILL BE YOURS.

When you focus on your wishes, you need to believe as much as possible that the dream is already in your pocket. If you hope for a promotion, start to feel yourself with that position, write on a paper a list of jobs supposed to be done with that new position, start to read and learn about the new tasks, share with your friend that you have applied and you have the feeling that soon they will call you, prepare yourself for the interview as they may call you anytime, in summary prepare the land for the rain if you wish for it.

CHAPTER 3 : FOR THE MANAGERS AND SUPERVISORS

MOTIVATE YOUR CREW, TECHNICAL TIPS FOR MANAGERS & SUPERVISORS



ROYAL CARIBBEAN CRUISES LTD.



3.0 HOW TO MOTIVATE YOUR CREW



As a leader or manager, motivating your team is likely to be high on your agenda. Your team members' motivation levels can have an impact on their productivity, the quality of their work, their engagement, morale and their relationships with others. It is vital, therefore, to create the conditions for motivation to thrive within your team. In this guide we show you how.

A person who will feel appreciated will always do more than what is expected

3.1 COMMUNICATION

1 BE APPROACHABLE

(Let team members know that you want to communicate with them and that you value their input.)

2 BE OPEN AND HONEST

(Communicating regularly, openly and honestly with your team members can help make them feel valued, involved and more secure. If you are delivering important news, be realistic in terms of how it might affect the team, and be honest about what they should expect to happen)

3 CREATE OPPORTUNITIES FOR YOUR TEAM TO COMMUNICATE WITH YOU

(In your regular team meetings, give team members the chance to raise any issues or questions they might have.)



3.1.1 HOW TO PERFORM THE TRAINING

During the training, keep in mind that your focus should not be only to transmit instructions, you have to make sure that they will receive and use your instructions as permanent guidelines. Otherwise everything will be useless if you don't find the keys to motivate them. Therefore is imperative to have an approachable behavior in order to relax the ambient and set up their humor to acquire all the information needed. A person under pressure or stress will not assimilate the tasks and will not understand the importance or the reason of it.



3.1.1 HOW TO PERFORM THE TRAINING



WHEN YOU TEACH, YOU SHOW THAT IT IS POSSIBLE!

To teach means to show that is possible. Once we accept this, we may focus on the best ways to impress the needed information in their mind by the use of visual impact, emotional feedback, and motivational reasons to learn it. Sometimes the crew may give even new ideas to make these same task better. Following below some good practice to be used during the training and/or an assignment job.

- 1_ Use simulations
- 2_ Change the tone often of your voice
- 3_ Body Language
- 4_ Look in the eyes

- 5_ Challenge those who are sleeping
- 6_ Involve them to simulation
- 7_ Keep moving
- 8_ Adopt a methods

- 9_ Use tools and objects
- 10_ Support your speech with videos
- 11_ Interval speech and questions
- 12_ Don't let them stressed

THE SANDWICH TECHNIQUE



Positive Feedback

Introduce yourself and give enough reasons to your team to feel important and proud of their position and task

Constructive Feedback

Give your team a little hard time, making questions, rising up concerns, highlight the areas to be improved, clarify the correct attitude

Positive Feedback

Conclude your training always in positive way appreciating the good things observed, highlight those CM who was giving the right answer, motivate them with goals, targets and objectives.

3.2 BE AN ISPIRATION

From the way you respond to problems or challenges, to how you manage your workload and conduct your relationships, your approach to work can have a big influence on your team. Starting the day with a lacklustre attitude and a gloomy outlook will do little to boost your team's motivation. But a positive, upbeat approach can help to energise your team and encourage them to adopt a similar mind-set. As a leader or manager, the way you approach your role can also have an impact on your team members' motivation; if you put in 100%, your team should be inspired to do the same.

**The more you inspire,
the more people
will inspire you**





There are two ways to achieve the respect of your crew, spreading fear or inspiring admiration. In the first case the people will never give you more than what is required, in the second case the people will feel shame to make you upset and they will give you more than expected.

Some people might use the terms "boss" and "leader" interchangeably, but that's not entirely accurate.

The truth is, some bosses are simply that – a boss. The good news is that bosses can become leaders, and doing so should become a priority for those who want to effectively lead in the workplace.

The following represents some key distinctions between the two.

Leaders Lead, Bosses Push

Leaders motivate their employees, which then inspires them to follow their leader's example. Bosses tend to push employees instead of directing them.

Leaders Listen, Then Speak

Good leaders spend time listening to their employees rather than talking above them. They understand the value of seeking and incorporating the opinions of others into the decision-making process



Leaders Roll Up Their Sleeves

When a company launches a major project, true leaders get “in the trenches” with their teams. Leaders take initiative, while bosses tend to stand aside and “supervise” others doing the work

Leaders Don't Need Fear

Leaders understand that intimidating employees and attempting to control them with fear will not work in any setting.



HELP YOUR TEAM TO GROW

Managers, Supervisors, Officers, Head of Department and all other leading positions on board, should keep in mind, that the only focus to highlights in their daily task, is to gain the best performance from each single crew members, in order to achieve everyday the customers demands and company targets.

Behavior like shouting or offending, intimidation, discrimination, are signs of unpreparedness and lack of confidence with own leader skill. The Leader knows exactly the potentiality of each single crew member and he focus on the best way to get the maximum performance from him, sometimes also changing his tasks in according to his personal character and skill, but never living him alone.

As a Leader is your responsibility to help your team to succeed. If you are not helping them to develop, grow, and reach their goals...you are not doing your job.



3.4 A GOOD LEADER

KEEP FOCUSED

Motivating your team is an important aspect of your role, and one that requires continuous attention. But it's not about making elaborate gestures or offering costly incentives. It's about taking simple steps to create the right conditions for motivation to thrive and tapping into your team member's individual drivers for motivation. Do this and you will help make your team an inherently motivating place to work.



3.4

A GOOD LEADER

When a crew member feel appreciate for his good job, he will feel more motivated to continue on the same level of performance, in order to avoid that you may change the opinion of him.

Recognising and celebrating success in your team is one of the most effective ways of inspiring everyone to keep up the good work. Saying a simple 'thank you' or 'well done' to team members can help to boost motivation on a day-to-day basis and will reassure them that their efforts have not gone unnoticed.

WHY PEOPLE CHANGE JOBS



75%
of workers who voluntarily left their jobs did so because of their bosses and not the position itself

“ People don't quit jobs, they quit bosses. ”

Source:
<http://www.gallup.com/businessjournal/106912/turning-around-your-turnover-problem.aspx>

- Finalize each job carried out with a nice word like “Great”, “Well Done”
- A good Leader show the jobs and not let the others just to do that
- A good Leader make plan and give task which match with personal characteristic of those personnel involved.

A Great Leader keep the humour high

Boost team morale

Team morale and employee motivation share a close relationship. Employees in enthusiastic, committed teams with good working relationships are far more likely to be motivated than those in groups that are deflated or disconnected.



Identify individual drivers for motivation

When it comes to motivating your team, it's important to remember that different people have different drivers for motivation. Although many employees are undoubtedly motivated by the prospect of reward, this is not necessarily the case for everyone. Some of your team members might value praise above anything else, while others may be driven by the prospect of growth and development.



Make the difference

Many times we look at our previous managers to simulate the same way to work and how to lead with others. The real leader choose his own way to make the difference at despite of wrong exsample and easy ways.

To make the difference is not easy as you will be likely doing the opposite of your colleagues and sometimes much better than them. When critics and bad comments will start to comes, there you may be sure that you are on the right



NOW YOU CAN FLY

We hope that you will make the best use of all above information, that if properly followed will make you change the prospective of your targets and the awareness of your potential, giving you a great and unique impact on your career and personal life.

Keep Motivated and fly up until your Success.