



HOW TO MANAGE A "DIFFICULT" COLLEAGUE AT WORK

In our everyday work life, we come across individuals and persons from different parts of the world. They are not expected to exhibit similar behavioral traits based on diverse geo-political, cultural basis. Instead, they are expected to manage each other bearing in mind that the most part of one's day is often spent in the work place.

Under this context, we can understand a colleague as an individual employed by an Organisation based on a form of qualification and training with the aim of achieving a common set of goals and objectives.

However, over the years, there have been situations and scenarios where individuals within a workforce behave continually contrary to expected norms and ethics that are identified and frowned at by the majority.

Often times, a 'difficult' colleague in an office setting is said to be avoided as well by the majority's "thinking" and actions due to his acts and mannerism.

Scholars have at various fora come up with different meanings and understanding of who a 'difficult' colleague is. Here are a few examples of difficult colleagues we have in an office.

One of such is a 'tackler' who attacks his colleague personally while arguing an issue. This colleague is so determined to score points with the boss that they block whatever you toss out for consideration and tackle you instead of the problem.

Closely followed with the above is the 'Envier'. Many see them as resentful, that is, they are very willing to "want what you have, they believe they should have what you have." Even a simple accolade or pat on the back on a colleague is not in their character. They can go to the extent of being hostile in a twinkling of an eye.

A colleague can be referred to as 'difficult' in the area of delay in submitting tasks assigned to them, failure to show up for meetings, people who stick vehemently to their views and refuse to collaborate with others.

Nevertheless, here are some of the workable tips and rules which have been found to work in dealing with such people:

One needs to be calm. Losing your temper and flaring out at the other person typically isn't the best way to get him/her to collaborate with you. Unless you know that anger will trigger the person into action and you are consciously using it as a strategy to move him/her, it is better to assume a calm persona.

Someone who is calm is seen as being in control, centered and more respectable. Would you prefer to work with someone who is predominantly calm or someone who is always on edge? When the person you are dealing with sees that you are calm despite whatever he/she is doing, you will start getting their attention. This lets them get on-board much easier.

Building a rapport is very key. With all the computers, emails and messaging systems, work sometimes turn into a mechanical process. Re-instill the human touch by connecting with your colleagues on a personal level. Go out with them for lunches or dinners. Get to know them as people, and not colleagues. Learn more about their hobbies, their family, and their lives. Foster strong connections. These will go a long way in your work.

Focus on what can be actioned upon. Sometimes, you may be put into hot soup by your difficult colleagues, such as not receiving a piece of work they promised to give or being wrongly held responsible for something you did not do. Whatever it is, acknowledge that the situation has already occurred. Rather than harp on what you cannot change, focus on the actionable steps you can take to forward yourself in the situation.

If you have already tried everything above and the person is still not being receptive, the best way might be to just ignore. After all, you have already done all that you can within your means. Get on your daily tasks and interface with the person only where needed. Of course, this isn't feasible in cases where the person plays a critical role in your work.

In conclusion however, there is the need to understand the emotional and physical buildup of your colleague in the place of work. This would surely go a long way towards the growth of such organisation amongst others.

Additional reference credited to Marguerite Ward [2016] 4 Types of difficult co-workers and how to deal with them without losing your mind. www.cnn.com

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In this edition, the Newsletter takes a critical look at how to manage a "difficult" colleague at work. The need to manage individual's strength and weaknesses and to constantly enjoy a healthy office setting in the area of synergy and swift collaboration at the workplace are herein highlighted.

Nigeria's commitment to the dredging of the Calabar Channel in order to maximize the potentials and encourage business investors to

take advantage of the strategic location of the Calabar Port in enhancing export business is equally presented.

Focus also is made on human capacity building at the workplace, with a view to promoting a competent, motivated team for improved services, with golden tips on how to achieve success in oral interview for job promotion.

The rainy season is here and included also in this edition, are safety tips and techniques for driving in the rain.

I am convinced that our other pages would as well make interesting reading to you.

Catherine N. Ude
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Contributions are welcome from members of staff.

You can send high resolution photographs of your social events like birthdays.

NPA News Quote

If the highest aim of a captain
were to preserve his ship, he
would keep it in port forever.

Thomas Aquinas

Archival



Traffic on Carter Bridge, Lagos in 1963.

DREDGING OF CALABAR CHANNEL OUR PRIORITY

- HADIZA BALA USMAN

The Managing Director, Nigerian Ports Authority, (NPA) Hadiza Bala Usman has stated that the NPA, on behalf of the Federal Government of Nigeria is committed to the dredging of the Calabar Channel in order to maximize the potentials there in.

Speaking during the second quarter stakeholder's forum in Calabar Port, recently, the Managing Director said that business investors should take advantage of the strategic location of Calabar Port to enhance export business.

The Managing Director, who was represented by the General Manager, Marine and Operations, Mr. Joshua Asanga reiterated the NPA's willingness to deploy Tug Boats, Pilot cutters and other necessary Marine equipment to enhance Port Operations in the Eastern location of the Nation's Sea Port.

Hadiza Bala Usman commended the local Management team and the Port's stakeholders for having faith in Management initiative to regularly meet with stakeholders where issues that could enhance Port operations are brought to the front burner for deliberation and implementation.

The Port Manager, Calabar Port, Mrs. B.O Olotu, while corroborating the Managing Director's earlier statement, maintained that Calabar Port has enjoyed tremendous good relationship with her numerous customers and stakeholders which she said has contributed to the high level of efficiency cum effectiveness that Calabar Port is enjoying presently.

She said, "it is only at Calabar Port that passengers boat still operates while maintaining that export of cement from Calabar Port to Tema Port in Ghana is still being vigorously pursued fortnightly.

Mrs. Olotu commended the Management of NPA for the deployment of seven (7) operational vehicles to Calabar Port.

Amongst top management of the Nigerian Ports Authority that witnessed the interactive session were, General Manager, MD's office, Capt. Iheanacho Ebubeogu, Asst. Gen. Manager, Corporate and Strategic Communications, Mallam Isa Suwaid and others.

Story by: Friday Eze.

GOLDEN TIPS FOR A SUCCESSFUL ORAL INTERVIEW



In today's Corporate World, employers of labor have often come up with the need to constantly conduct various forms of tests, assessment, abilities of people to be promoted and employed at workplace to implement and fast track its set goals and objectives.

In the light of the above, the competitive nature within notable organisations tend to carry out the above mentioned "test" with a view to promoting a competent few amongst the lot as a way of motivating them for improved services. It is expected that this would also assist an Organisation have a greater percentage of the market in this competitive sector.

The term "Oral Interview" has often times been misconstrued to meaning different things. It has been taken as meaning "Job Interview".

According to a renowned and foremost social Psychologist Wikipedia "An Interview is a conversation where questions are asked and answers are given" It means a One to One conversation with one person acting in the role of the Interviewer and the other in the role of the interviewee.

It goes further to state that it is a way to transfer an information from interviewee to interviewer which is the primary purpose of the oral interview. It takes place face to face. Even though the use of modern day technology has created a window or platform for its spread across different boundaries. Furthermore, Oral Interview can be structured and unstructured by way of prepared questions and non prepared questions.

This form of evaluation creates an avenue and makes it easier for people to interact and form a connection which is most likely to be enjoyed by parties involved.

For one to experience a successful Oral Interview, these are the Golden tips to assist.

First and foremost, is the need to understand the Organization's "Culture". By this, interviewees should endeavor to know the Organisation as much as possible to enhance confidence.

Suffice to state that interviewees should dress well. They should ensure that clothes for such occasion conform. It must appropriately fit well as comfortable. They should be punctual and prepared. Social Psychologists advice for one to arrive the Oral Interview location early. Never keep an interviewer waiting for you to show up. Find out the location of the interview before the day.

You are expected to greet your interviewers with confidence. Make good eye contact and give a pleasant smile. In addition, it is expected for one to stay calm and remind yourself of your skills, qualities and Value. Interviewers expect you to answer questions fully and with poise. Listen carefully to what is being asked. Pause briefly before answering to avoid saying the wrong thing.

In conclusion therefore, Oral Interview should not be seen as a form of "Stress". The session should be seen as a form of interaction between two parties. Interviewer "don't want you to fail; they want you to show them why you will succeed with their company"

Reference to Alison Doyle [2018], Tips to Successfully Interview for a Job Promotion, www.thebalancecareers.com



The May Edition was great. However, Printer's devil could be noticed on page 6 of the publication, the headline: **NPA AT AIPH** should be **IAPH**.

I'm so happy our work has stood the test of time. Weldone.

Mrs. Sarah Ballah, Principal Manager SERVICOM, HQ



SUNSET FOR BABATUNDE BABASOLA SANNI (FORMER AGM, CORPORATE AFFAIRS DEPT.)

The death has been announced of the former Assistant General Manager, Corporate Affairs Department of Nigerian Ports Authority, Mr Babatunde Babasola Sanni. He died on 3rd May, 2018 and was survived by wife and children. Late Mr B.B. Sanni was an inspirational boss who brought his professional acumen to bear on functions of the Department. He built a Department that was respected by Management, all officers

and staff of the organization and beyond. The B B Sanni legacy that he left in the Department and Nigerian Ports Authority has been a formidable foundation on which successive Heads of Corporate and Strategic Communications Division had continued to build upon. His words of encouragement, moral and financial support to his officers and staff will never be forgotten. We will surely miss you Oga B.B. Sanni. We love you, but God loves you more. Rest in peace; good night sir!!



ANTI-TORTURE LEGISLATION IN NIGERIA: A TURNING POINT OR NOT?

By **DONALD ILOEKWE**
LEGAL SERVICES DEPARTMENT, NPA



In spite of the enactment of the Anti-Torture Law 2017, Nigeria still records widespread use of torture and inhuman treatment of detainees. This is largely a result of the continued inability to hold security agencies and law enforcement Officers accountable for their role in this issue.

Torture is still being used to extract information, punish suspects, as well as intimidate or threaten innocent civilians and perceived dissidents. This is due to the fact that there is little or no resistance from the population and the reluctance of law enforcement agencies to make appropriate changes.

President Buhari signed the Anti-Torture Act into law in 2017 but there has been no any meaningful decline, if any, in cases of torture. Suspects still die in detention; others suffer from profound and long-lasting physical and psychological effects of torture. Those responsible for these horrible acts become less human by the day, as deliberately inflicting severe pain takes its toll on the human mind.

However, with the passage of the aforementioned enactment, one would expect to have seen forcible implementation and immediate results. Instead, what we have is a commendable effort, which only ensures more money is spent on bureaucratic blanket mandates.

The major challenge to ending torture is largely political, no administration is yet to lead an all-out crusade against torture. As matter of fact, legislative and presidential aspirants lack the will and political capital to make torture a thing of the past. Simply put, torture is not a political agenda in Nigeria.

Furthermore, most tortures are conducted by officers in law enforcement; the operational word being 'enforcement'. Proper and impartial investigations ought to be conducted when torture is reported, followed by diligent prosecution of the offender.

Moreover, ending torture in Nigeria requires a conscious and combined effort of the victims, government, civil societies, and International Organizations, the public and key players in the Criminal Justice System. Each group has an obligation to take calculated, self-generated and concerted steps.

Perhaps, the Government would achieve more in this regard, if the whistle-blowing policy is extended to cases of torture and wilful harassment of detainees. If the investigation and punishment of torture cannot be enforced ordinarily, it should, by all means, be enforced by a reward scheme, so that law enforcement officers would be encouraged to play their part in ending this scourge, by exposing and investigating their colleagues who perpetrate torture.

In addition, there should be adequate sensitization of the public. Let the people know their rights. Inform law enforcement officers of the inherent and long-lasting dangers of torture, as well as the need to adopt international best practices. Officers should also be well-equipped with advanced investigation techniques and equipment, and trained in other to prevent them from resorting to torture.

In view of the foregoing, it is evident that failure to take immediate action would do further damage to the already battered image of this country and also weaken our Anti-Torture legislation; leading to a continued existence unending cycle of needless violence, pain and suffering for detainees and innocent citizens.



The Managing Director of Nigerian Ports Authority (NPA), Hadiza Bala Usman received an Award of Recognition For Corporate Governance and Contribution to National Development from the Chairman, Board of Governors of Vivian Fowler Memorial College For Girls, Pastor Ituah Ighodalo. To the right is the Director of the School, Mrs. Olufunke Fowler-Amba and the Best Graduating Student, Chinaza Esiaba at the 2018 Graduation Ceremony of the Vivian Fowler Memorial College For Girls in Lagos.



NPA, ONNE PORT BAGS THE CHARTERED INSTITUTE OF LOGISTICS/TRANSPORT AWARD

The Nigerian Ports Authority, Onne Port has been singled out and honoured with a certificate of Award of Excellence for her contributions to the effective, efficient service delivery in Transport, Logistics and Supply Chain Management in Niger Delta, and Nigeria.

The Onne Port Manager, Alhassan Ismaila Abubakar recently received the award in a well attended event.

WORK HOUR RELAXATION

Vox Pop

Do you think it is necessary to hire a lawyer for that property?



A legal advice from a qualified lawyer should always be sought regarding necessary information on the property. This would allow for necessary questions to be answered. Some of these include ownership of the property, particulars of any mortgages or charges over the land ascertain of the property is encumbered, that is government acquisition.

Engr. Igomu L.A
Principal Manager, Civil. HQ, Marina.



From my personal experience I will rather not hire one in my case my lawyer worked in favor of the opponent and also took full advantage of the Nigerian legal system for exploitation. Sometimes the judge is unavailable, the case kept being adjourned, it took forever for a simple matter to be resolved leading to so much emotional stress. Meanwhile full legal fees had been paid.

Mrs. Lucy Gukas
Principal Manager, Tarrif & Billing. HQ, Marina.



Yes I will hire a lawyer to authenticate the process of land acquisition and give it a legal backing. If I do it on my own and anything goes wrong, I won't have proper legal papers to present in court.

Ulumma C. Ogbuebile
Senior Patrol Woman (Security), Calabar Port.



Yes, only lawyers are allowed by status to prepare property purchase document, perform title search and close deals.

Engr. Ejeh Joseph
Safety Dept., Rivers Port



Yes. Once I have a lawyer, I can feel safe, knowing that due diligence will be followed and proper documentation will be kept. Moreover, dubious people will not want to deal when they know that a lawyer is involved.

Mr. Felix B. Onyile
Principal Manager HP Ops, Calabar Port.



Yes, to ensure proper security of the property and to avoid dispute in the future.

Glory Kenechi Makinde
Senior Patrol Woman, Rivers Port

CALABAR PORT MANAGEMENT FETES RETIREES



The Management of Nigerian Ports Authority, Calabar Port Complex organized a send-off ceremony in honored of her retired workers.

The retired workers numbering 25, though not all were in attendance, were treated to an evening of sumptuous meals, reunion with friends and colleagues, goodwill speeches, and gift presentations, among others.

Speaking during the recently held Ceremony at the Port's Admin Block, Calabar Port Manager, Mrs. B. O. Olotu said the ceremony was intended to appreciate and honour the retirees for their years labour and sacrifices towards the advancement of Calabar Port.

According to the Port Manager, "I want to assure you all that your labour for Calabar Port will not be in vain, as Management, under my watch will remain committed and focused until our mutual

ideals and aspirations for Calabar Port are achieved."

She called on the retirees to continue to be available to enable Management tap from their wealth of experiences when needed.

Responding on behalf of the retirees, Mr. Friday Ogedengbe, Former DPO of the port thanked Management for the noble gesture; adding that in all his years in Calabar Port, he had never witnessed such ceremony.

Mr. Ogedengbe urged Management not to relent, but to extend the honours to future retirees of the port.

He prayed that God will continue to guide Calabar Port Management in their decision making, so that Calabar Port would attain its founding goals and objectives to the overall benefit of our beloved country.

NIGERIAN PORTS AUTHORITY SAFETY DEPARTMENT

SAFETY TIPS AND TECHNIQUES FOR DRIVING IN THE RAIN

Here are some tips to avoid accident while driving especially when it is raining.

1. **ALLOW FOR MORE TRAVEL TIME.** Plan to drive at a slower pace when the roads are wet and keep in mind that traffic is likely to be moving slower as well. There is also the possibility that your pre-planned route may be flooded or jammed. Whatever the case, rushing equals higher risk.
2. **BRAKING IN THE RAIN.** It's crucial to slow down when driving in the rain. Make sure to brake slowly and more softly than usual. Also, brake earlier so that you can warn the person behind you that you are slowing down. Be more meticulous about using turn signals (trafficators), so that other drivers know your intentions, and take turns and curves with less speed than you would in dry conditions.
3. **DON'T ATTEMPT TO CROSS RUNNING WATER.** There is lot of trouble if the force of the water is greater than the weight of your vehicle; the vehicle may be pushed sideways.
4. After you cross a puddle, **TAP ON YOUR BRAKE PEDAL LIGHTLY** to dry off some of the water on your brake pads/drum.
5. **TURN ON YOUR HEADLIGHTS.** For extra safety, turn on your headlights/parking light during the day, especially if visibility is lessened by fog, mist or heavy rain. Turning on your lights helps your visibility and makes your vehicle much easier to be seen by other vehicles, especially those in oncoming traffic.
6. **WATCH OUT FOR PEDESTRIANS.** An ordinarily observant pedestrian may become distracted by fiddling with an umbrella or the use of headset. Keep a sharp lookout for people on the road.
7. If it's raining so heavily that you can't see the road or the car in front of you, **PULL OVER AND WAIT TILL THE RAIN IS OVER. THE PULL OVER SHOULD BE IN A CONVENIENT PLACE THAT WILL NOT OBSTRUCT THE FLOW OF TRAFFIC.**
8. **TRACK THE CAR AHEAD OF YOU.** Let the car ahead pave a clear path and give a distance of 1 second per 10 mile per hour. You never know what the other drivers are going to do or doing while driving.
9. **GIVE A TRUCK OR BUS EXTRA DISTANCE.** Their extra-large tyres can create enough spray to block your vision completely. Avoid passing one, but if you must pass, do it as quickly as safety allows.
10. **DEFOG YOUR WINDOWS.** Rain will quickly cause your windshield to fog up. Switch on both front and rear defrosters and make sure the air conditioning is turned on and have a good wiper.

REMEMBER,
THE MOST IMPORTANT THING WHEN DRIVING IN THE RAIN IS **"DON'T FORGET TO EXERCISE CAUTION AND COMMON SENSE"**.

Signed:
Engr. Dafe, T. S
Prin. Manager, Safety
For: Asst. General Manager, Safety



TALE OF TWO FACTORY WORKERS

Two factory workers are talking. The woman says, "I can make the boss give me the day off." The man replies, "And how would you do that?" The woman says, "Just wait and see." She then hangs upside down from the ceiling. The boss comes in and says, "What are you doing?" The woman replies, "I'm a light bulb." The boss then says, "You've been working so much that you've gone crazy. I think you need to take the day off." The man starts to follow her and the boss says, "Where are you going?" The man says, "I'm going home, too. I can't work in the dark."

TELEPHONE CONVERSATION

Pappu: My internet is not working properly o
ICT Officer: Ok, Double click on "My computer"
Pappu: I can't see your computer...
ICT Officer: No no... click on "My computer" on your computer..
Pappu: How can I click on your computer from my computer?..
ICT Officer: listen... There is an icon labelled "My Computer" on ur computer... Ok. double click on it...
Pappu: what the hell, what is your computer doing on my computer..???
ICT Officer: Double click on your computer..
Pappu: On which Icon I've to click..
ICT Officer: "My Computer"..
Pappu: Oh! Tell me where is your office...I'll come there and click on ur "Computer."

SCIENTIST AND PHILOSOPHER

A scientist and a philosopher are being chased by a hungry lion. The scientist makes some quick calculations and says, "It's no good trying to outrun it. It's catching up!" The philosopher keeps a little ahead and replies, "I'm not trying to outrun the lion, I'm trying to outrun you!"



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