

**TRAINING TITLE**

**EFFECTIVE SHIFT & TEAM LEADER TRAINING**

**TRAINING DURATION**

5 days

**TRAINING VENUE AND DATES**

REF ML022	Effective Shift & Team Leader Training	5 days	18 – 22 March, 2019	\$6,250	London, UK
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**In any of the 5 star hotel. Exact venue will be informed later.**

**Training Fees**

6,250 US\$ per participant includes Training Materials/Handouts, Tea/Coffee breaks, Refreshments and International Buffet Lunch.

**Training Certificate**

**DEFINÉ** Management Consultancy & Training Certificate of course completion will be issued to all attendees.

**TRAINING INTRODUCTION**

This training course has been developed for the Shift Team Leader working in the hazardous E&P oil, gas and petrochemical industries. Shift Team Leaders play a vital and integral part of the whole operation providing the balance between direct management and the remaining workforce. To ensure that operations run smoothly 24/7, throughout the year, the operational importance of this critical role should not be underestimated. Personnel undertaking this role need to be developed correctly to ensure that they are equipped with the right skills, competencies and knowledge to make a difference.

On this training course, delegates will learn about the importance of their role, how to manage and lead others, problem solve, allocate resources effectively, lead and manage their teams as well as develop team members to achieve their best performance. This course is essential development for any Shift Team Leader in the industry.

**TRAINING OBJECTIVE**

**By the end of this training course, participants will have learnt and experienced practical applications of:**

- Understanding your self-awareness, as well as your role in the organisation and management style in order to effectively apply self-management.

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- Define effective problem solving, risk identification and analysis within your working environment
- Apply powerful interpersonal techniques to improve communication and manage others effectively
- Apply development, coaching and feedback techniques to increase optimum people performance management
- Improve team cohesion and impact on production through your management and actions

### **TRAINING METHODOLOGY:**

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions, and motivate everybody find the right answers. You will also be encouraged to raise your own questions and to share in the development of the right answers using your own analysis and experiences. Tests of multiple-choice type will be made available on daily basis to examine the effectiveness of delivering the course.

All presentations are made in excellent colorful power point. Very useful Course Materials will be given.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

### **WHO SHOULD ATTEND?**

This course is suitable for a wide range of professionals working in the E&P oil, gas, and petrochemical industries but will greatly benefit Site/refinery/process/platform based:

- Shift Team Leaders
- Team Leaders
- Supervisors
- Newly promoted, or identified future Team Leaders, Shift Leaders or Supervisors

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### **COURSE OUTLINE**

#### **DAY 1**

#### **The Important Role of the Shift Team Leader**

Shift Team Leader – defining the role in critical operations

Managing or Leading: becoming an effective and efficient Team Leader

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Critical Power Bases - and how to utilise these effectively  
Key characteristics of successful Team Leaders – and Personality Profile Psychometric  
Inspiring change and innovation leading to continuous improvement  
Achieving Team Leader Excellence

## **DAY 2**

### **Solving Work Problems and the Effective Allocation of Resources**

Defining operational problems in the industry  
Technical problem solving models and techniques  
Practical and effective decision making processes  
Effective planning and time management of tasks  
Allocating resources effectively and efficiently  
Ensuring job enrichment and motivation with your team  
How to delegate tasks to achieve optimum commitment

## **DAY 3**

### **Mastering Key Interpersonal skills and conducting the Hand over Briefing**

Developing Team Leader key interpersonal skills in the industry  
Overcoming communication barriers in the workplace, culture and diversity  
Powerful communication and interpersonal techniques  
How to influence the outcome of your team's performance  
Conducting effective hand-over briefs to ensure a safe operation  
Conflict management: managing conflict assertively with your team

## **DAY 4**

### **Leading and Managing your Team for Operational Success**

Team Assessment – Psychometric Profile  
Factors for enhanced Team development  
Group dynamics in the oil, gas and petrochemical industry  
Group Problem Solving and Team Decision making for operational excellence  
Increasing team performance and ensuring a safe environment

## **DAY 5**

### **Developing your Team for Increased Operational Performance**

Personality Profile – assessment feedback and development plans and applying this to the industry  
Ways of Developing team members – exercise and case study  
Power of Coaching – practical demonstrations by the delegates  
Giving powerful feedback to increase performance - practical demonstrations by the delegates

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**NOTE:**

- Pre & Post Tests will be conducted
- Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.



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