

TRAINING TITLE

EFFECTIVE SHIFT & TEAM LEADER TRAINING

TRAINING DURATION

5 days

TRAINING VENUE AND DATES

REF ML022	Effective Shift & Team Leader Training	5 days	16 – 20 March, 2020	\$6,500	London, UK
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In any of the 5 star hotel. Exact venue will be informed later.

Training Fees

6,500 US\$ per participant includes Training Materials/Handouts, Tea/Coffee breaks, Refreshments and International Buffet Lunch.

Training Certificate

DEFINE 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:

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

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

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

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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

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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