

Training Outline

Module 1: The Critical Role of the Supervisor

- Understanding Management
- Understanding Your Team
- The Nature of the Job

Module 2: Personal Skills for Leadership

- Understanding Personal Strengths
- Basic Communication Skills
- The Personal Impact of Stress

Module 3: Personal Skills for Management

- Managing Key Work Processes
- Time Management Skills for Shift Work
- Providing Effective Work Instruction

Module 4: Developing the Shift Team

- Training Employees
- Coaching Employees
- Effective Delegation

Module 5: Performance Management

- Basics of Performance Evaluation
- Setting Expectations & Getting Results
- Handling Disciplinary Action

Module 6: Facilitating Team Effectiveness

- Managing the Impact of Shiftwork
- Conflict Resolution
- Problem Solving Basics



Supervising for Shift Team Effectiveness

12-14 September 2017

Hilton Houston NASA Clear Lake
3000 NASA Road 1, Houston, TX, 77058
Tel: +1 (281) 333-9300

About the Workshop

Effective Supervision is essential to the safe and profitable operation of any process plant. The most brilliant strategies for improving plant performance will fall short if the front-line of management cannot help translate them into effective action by the workforce. Our long experience with plant supervision and management has shaped *Supervising for Shift Team Effectiveness*, a course in the basics of process plant supervision.

This course introduces the skills necessary to effectively lead a shift team in the modern process plant. It provides practical guidance in how to address the issues most commonly experienced by the front-line supervisor. In addition, it will help supervisors develop an understanding of their own personal strengths, and how to best relate to others on their shift team and elsewhere in the plant. Coaching points will be provided to supervisors and their managers.

Objectives

Here's what you can expect:

- An engaging introduction to effective shift team supervision delivered by experienced plant supervisors and managers
- Understanding of the most critical management objectives and how supervisors can best help achieve them
- Increased awareness of personal style; where it enhances supervisory effectiveness and where it may present a challenge
- Practical approaches to handling the challenges of effective shift team leadership
- Practice in applying skills to analyzing "real-world" supervisory scenarios
- Verification of mastery of the most critical skills, plus coaching points to ensure their successful use

Space is limited! Register today!

To register, email info@plantleadership.com

Please register by 29 August 2017

