



“This seminar is a practical, down-to-earth workshop that can be readily applied at any facility.”

-Operations Manager, Hunt Refining



# Maximizing Plant Supervisor Performance

*Plant Leadership Systems brings you a 3-day seminar to help you develop and support your front-line supervisors and engage them in driving performance improvement.*



## Want a safer, more efficient process plant? Get it by focusing on one critical role.

Front-line supervisors are the critical link between senior management and the workforce. The success of major improvement initiatives depends on their ability to get the job done. Supervisors also impact safety. A recent study by the Abnormal Situation Management (ASM) Consortium® has determined that failure in front-line leadership is one of the top three factors associated with recent serious incidents in the process industries. Increasingly, managers who want a safer, more efficient plant are looking to do a better job of developing, managing, and supporting this vital position.

To this end, Plant Leadership Systems offers *Maximizing Plant Supervisor Performance*. Developed specifically for the process industries, this unique seminar gives practical guidance on how to get the most out of front-line supervision. You will learn a systematic approach for developing and supporting the supervisory position, as well as how to engage supervisors in driving performance improvement. We will provide practical tips for managing supervisors that can be immediately applied in your facility. The seminar also considers special cases in plant leadership, such as bringing a new plant on-line, shutting down an existing facility, and managing after a major incident.

### About Plant Leadership Systems

Plant Leadership Systems is an international consulting firm aimed at being the best in the world at developing and supporting process plant leaders, from front-line supervisors to plant managers. Our experience comes from decades of solving problems in our own plant leadership positions and experience assisting clients from around the globe in improving their plant operations. Our work is focused on delivering practical solutions and skills that clients can use to achieve better results now.



**“This is my first real applicable and practical approach towards improving a process plant, and I’ve been 30 years in this business.”**

—Business Development, Optimaxel and former Technical Director for PDVSA

### Who should take this course?

Plant Managers, Operations Managers, HR Managers, Training Managers, or others in manufacturing or production leadership positions who are concerned with engaging front-line supervisors and improving operations performance.

### Benefits

*Maximizing Plant Supervisor Performance* will teach participants how to:

- Create a standard that defines behaviors for successful supervisors
- Develop mastery of supervisory skills through training and coaching
- Staff and manage front-line supervisor positions for improved performance
- Lead and manage the line organization during the most challenging circumstances
- Use a systematic approach to achieve lasting improvements

### Seminar Outline

Each day of the seminar begins with continental breakfast and networking from 7:30 to 8:30 am. The first session of the day starts at 8:30 am. Lunch is provided.

#### Day 1 – 7:30 am to 4:30 pm

##### **Session 1: Impact of Front-Line Leadership on Plant Performance**

The success of a process plant depends on the skill and operational discipline of its workforce. This session examines the impact of front-line supervisors on those factors and the barriers managers must overcome to guarantee successful performance.

##### Topics include:

- Key Factors that Determine Plant Performance
- The Critical Role of the Front-line Supervisor
- Barriers to Improving Supervisor Performance

##### **Session 2: Defining Supervisory Behaviors**

Transformation of organizational capability requires clear standards of performance. We will show you how to build a model of what your supervisors must be able to do to meet tough manufacturing goals and best support the workforce.

##### Topics include:

- Understanding Shift Team Needs
- Competencies for Process Plant Leadership
- Building a Supervisor Performance Standard

##### **Session 3: Developing Supervisory Skills**

Despite urgent need, it is a challenge to substantially improve skills within the practical constraints of the modern plant operation and organization. We will tell you what it takes to be sure your supervisors have the necessary skills.

##### Topics include:

- Understanding the Behavioral Change Process
- Critical Factors for Training Success
- Coaching a 24/7 Organization

#### Day 2 – 7:30 am to 4:30 pm

##### **Session 4: Critical Performance Support Practices**

Achieving and sustaining operational discipline requires continual reinforcement of desired behaviors. In this session, we will introduce key performance support practices and show you how to adjust your work systems to facilitate and reinforce use of critical skills.

##### Topics include:

- Work Processes for Error-Free Operation
- Building Supervisory Job Aids
- Communicating with a 24/7 Organization

##### **Session 5: Managing Front-Line Supervisors**

It is difficult to steer an organization when demands of the schedule mean minimal contact with key members of your management team. In this session, we will discuss how to adjust your approach to get the most out of your line organization.

##### Topics include:

- Staffing Considerations for Supervisory Positions
- Coordinating Shift Team Performance
- Using Performance Management to Drive Improvement

##### **Session 6: Managing Special Cases**

Providing effective support and direction to an operating process plant is a difficult job under normal conditions, but there are some cases that make the challenge even tougher. In this session, we will show how to use front-line supervision to keep operations safe and profitable under the most challenging circumstances.

##### Topics include:

- Change in Plant Ownership/Management
- Operating After a Major Incident
- New Facility/Expansion Startup
- Shutting Down a Facility

#### Day 3 – 7:30 am to 12:00 pm

##### **Session 7: A Systematic Approach to Performance Improvement**

In this session, we will show you how to put all the elements together in a systematic approach to maximizing the performance of your supervisors. We will explain how to evaluate the leadership challenges of your facility and implement a practical, achievable plan for improvement.

##### Topics include:

- Assessing Plant Leadership Performance
- Considerations for Practical Implementation
- Building on Success

### Registration Costs:

- Individual Rate - US\$1,695
- Group Rate (two or more participants) - US\$1,495

*(Please see Terms and Conditions on back for additional details on rates and payment.)*

To register, go to:

[www.plantleadership.com/maximizingsupervisorperformance](http://www.plantleadership.com/maximizingsupervisorperformance)

## Hotel Information

Hotel accommodations are not included in the registration fee. Participants will receive information regarding local hotels, including information on group rates, if applicable, with their registration confirmation letter.

### Terms and Conditions

**Rates:** Individual Registration is US\$1,695; Group Registration is US\$1,495 for two (2) or more participants. All tuition prices are a per person rate. To qualify for the Group Rate tuition, registration must be for two or more enrollments registering at the same time, from the same company, for the same course. To register, go to [www.plantleadership.com/maximizingsupervisorperformance](http://www.plantleadership.com/maximizingsupervisorperformance).

**Payment:** Tuition payable in US funds net of all charges. Payment is due before the course start date. If payment has not been received two weeks before the course start date, a credit card will be required to guarantee registration.

**Cancellations/Substitutions/FEES:** All cancellations, refunds and credits are subject to a \$150 processing fee. Applicants may cancel up to four (4) weeks prior to the course start date for a refund. Applicants that cancel less than four (4) weeks prior to the course will be issued a credit that can be used towards a future course up to one year from the date of issuance. No refunds or credit will be issued for those who cancel less than ten (10) working days before the course start date and/or do not attend the scheduled course. Substitutions are permitted at any time. If Plant Leadership Systems decides to cancel a course for any reason, we are not responsible for airfare, hotel or other costs incurred by the registrant. Program content, schedule and instructors are subject to change without notice.

**Confirmation Letters:** Before each course begins, all registrants will receive written confirmation via email. If confirmation is not received two weeks prior to the course, please contact Plant Leadership Systems at +1 409 621-1992 or email us at [info@plantleadership.com](mailto:info@plantleadership.com).



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