

# Certified Courses



# Supervisory Excellence in the Oil, Gas & Petrochemicals Industry

## INTRODUCTION

### “Competency Development for Supervisory Excellence in the Oil, Gas & Petrochemicals Industry”

- This Oil, Gas & Petrochemicals Industry training seminar has been specifically designed to develop the competency of supervisory personnel in the oil and gas sectors by equipping them with the knowledge, skills and understanding to achieve Supervisory Excellence in this critical, high hazard industry. It has long been recognized that the Supervisory level is the leverage that ensures that management decisions are acted on.
- On this Supervisory training seminar, you will learn about utilising management and leadership techniques to problem solve day-to-day problems and workforce issues, pro-actively delegate, provide clear communication and direction, effectively develop yourself and others, control your team, your work environment; as well as create a climate and culture for improved safety. This Competency Development for Supervisory Excellence in the Oil, Gas & Petrochemicals Industry training seminar is essential development for supervisors operating and working in the oil and gas industry.

### This training seminar will feature:

- The Unique and Important Role of the Supervisor for organizational success and development
- Practical Analysis of risks, creative problem solving techniques to provide effective decisions
- Powerful Motivation and delegating skills to control teams
- Excellent Interpersonal and Communications Skills Techniques, as well as lead meetings and team briefs
- Developing People, Coaching Skills and Increasing Team Performance
- Methods in Achieving the Safety Culture and Target Zero

## OBJECTIVES

By the end of this training seminar, participants will be able to:

- Understand the important role and responsibilities of a Supervisor in the organisation
- Determine effective problem solving risk identification and analysis within their working environment
- Apply powerful interpersonal techniques to improve communication in order to effectively delegate and control teams
- Apply development, coaching, mentoring and feedback techniques to increase optimum people performance
- Improve the safety climate and culture across the organisation through their attitude and actions

## TRAINING METHODOLOGY

- This Supervisory Excellence in the Oil, Gas & Petrochemicals Industry training seminar will utilise a variety of proven highly interactive adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes highly interactive facilitated group and individual exercises, industry relevant case studies, active scenario building, as well as specifically targeted videos. The instructor will also facilitate learning by encouraging the delegates to test and critically appraise any theories and concepts on the training seminar.

## ORGANISATIONAL IMPACT

In attending this training seminar, the organisation will:

- Understand their impact within the business
- Increased motivated personnel in their roles
- Confident personnel in undertaking their duties
- Decrease HR involvement and interjection by resolving conflict at the source
- Greater performance from teams and individuals

## PERSONAL IMPACT

By attending this training seminar, you will:

- Gain a greater knowledge of your role in the organisation
- Have greater self-awareness and confidence in undertaking your role
- Develop Improved leadership and management development
- Greater increased communication and interpersonal skills

## WHO SHOULD ATTEND?

- This Supervisory Excellence in the Oil, Gas & Petrochemicals Industry training seminar is suitable to a wide range of professionals but will greatly benefit the following individuals who belong in the Oil, Gas & Petrochemicals Industry:
- New & Experienced Supervisors
- Team Leaders & Line Managers
- Projects & Process Engineers & Managers
- Senior Engineers

## Course Outline

### The Supervisor: Critical Role in the Industry

- Defining the Importance of the Supervisory Role in the Industry
- To Manage or to Lead?
- Identifying and Applying Your Positional Power Bases
- Understanding and Dealing with Differing Personalities
- Building Integrity, Trust and Influence to Lead Your Team
- Managing Change to Maximize Leverage and Empowerment

### Problem Solving, Decision-making and Delegation

- Assessing Risks and Analyzing Problems
- Problem Solving and Decision-making Process
- SCAMPER Technique for Creative Workplace Problems
- Applying the Decision-making Tunnel Model
- Mastering the Art of Delegation: Delegating Effectively and Efficiently
- Powerful Job Enrichment and Motivation Techniques to Increase Performance

### Active Communication and Interpersonal Skills

- Overcoming Communication Barriers
- Powerful Active Communication Techniques (PACT)
- Developing Your Situational Awareness to Enhance Performance
- Managing Conflict Assertively: Overcoming Negative Objections
- Effective Meeting Skills & Conducting Powerful Team Briefings

### Developing Your Team and Others

- Understanding Team Dynamics
- Team Development Factors: High Performing Teams
- Positive Development: Training and Development Planning
- Powerful 'On the Job' Coaching for Individual and Team Growth
- Active Feedback Technique to Increase Optimum Performance

## Achieving HSE Excellence and Safety Leadership

- HSE Culture and Defining Actions Required to Improve
  - Dealing with Stress (shutdown, failures, emergencies, incidents, disputes with others)
  - Behavioural Skills in Achieving Safety Excellence and Safety Leadership
  - Commitment and Compliance towards HSE Standards
  - Personal Safety Commitment
  - Next Steps
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