

Operational Excellence in Action: Leadership Skills for Shift Leaders

Course Title	Operational Excellence in Action: Leadership Skills for Shift Leaders
Country	Switzerland
Location	4-5 Star Hotel
Time	8:00 AM - 2:00 PM
Date	08 - 12 December 2025

Target Group: Shift Leaders in Petroleum Operations

Day 1: Foundations of Operational Leadership

- Introduction to Operations Management in Petroleum Industry.
- Role of Shift Leaders in ensuring operational continuity.
- Planning Mapping for daily operations.
- Leadership styles in high-risk environments.

Day 2: Process Optimization & Resource Management

- Lean principles & continuous improvement (Naizen).
- Workshop: Self-assessment of leadership effectiveness.
- Time & resource allocation for maximum efficiency across shifts.
- Case Study: Streamlining operations in multi-shift facilities.

Day 3: People Management & Shift Communication

- Building high-performance shift teams.
- Workflow mapping across shift cycles.
- Role-play: Managing conflicts in shift-based operations.
- Best practices for shift handover and ensuring information continuity.

Day 4: Risk Management & Incident Response

- Identifying and analyzing operational risks (KPIs).
- Predictive risk indicators for shift leaders.
- Simulation exercise: Responding to unexpected incidents during shifts.
- Incident reporting & escalation protocols.

Day 5: Continuous Improvement & Operational Excellence Roadmap

- Applying modern tools for operational excellence (AI, automation, digital dashboards).
- Shift Leaders' role in driving continuous improvement.
- Building a safety-first and performance-driven culture.
- Group Project: Designing a "Shift Excellence Plan" tailored to petroleum operations.

Learning Outcomes:

- Strengthen leadership and decision-making in shift operations.
- Improve efficiency and reduce risks during shift work.
- Master effective handover practices and cross-shift communication.
- Apply modern tools to support operational excellence.
- Build readiness to handle emergencies and ensure continuity of operations.