

Training - Refining and Petrochemicals Operations Shift Supervisor



CDQRC-EN-P



Face-to-face only



10 days

Develop and reinforce operations team management skills

Level

Skilled

Public

People planned to be assigned to a new position as operations shift supervisor or team leader

Objectives

Attendees will be able to implement the following skills:

- Clarify the responsibilities of a shift supervisor and those of other team members
- List the elements of management of the operations of their sector during and outside business hours
- List the points of a relevant communication according to the interlocutors concerned
- Clarify the rights and duties of a shift supervisor with respect to safety

Pedagogical & technical resources

- Interactive delivery method with intensive feedback/sharing from participants' knowledge and experience
- Team work on different exercises and real incident case studies
- Feedback analysis of selected real accidents
- Role playing simulation

Assessment of achievements

- Trainees are assessed throughout the training through practical application phases and interactions with the trainer
- A final on-the-spot evaluation may also be carried out at the end of the course and/or at the end of each module using tests designed to verify the learners' understanding and assimilation of the knowledge linked to the training objectives

Prerequisites

No prerequisites are necessary to follow this course

Responsible

IFP Training instructors, with expertise in the field and trained in modern teaching methods adapted to the specific needs of learners from the professional world

Program

ROLES & RESPONSIBILITIES WITHIN SITE ORGANIZATION

2 days

Site's rules and procedures daily field application. HSE objectives and equipment integrity ownership.

Basic tools used at operations shift supervisor's position: risk analysis, incident report, management of change...

Commitment and implementation for new site's initiatives.

DAILY PLANT AREA MANAGEMENT

4 days

Potential problems: risk underestimation, interfaces and procedures improperly managed, requirements/field presence less than adequate.

Plant operations from the field: housekeeping, routine activity follow-up, information reporting from outside and panel operators, sampling and analysis results usage, equipment integrity, operational issues reporting within site organization.

Plant supervision from the panel: respect of operating windows and safety devices, (un)validation of abnormal situations, anticipation of potential impacts on other plant areas, utilities and water treatment. Monitoring of consumptions, atmospheric and water effluents. Operating cost reduction and economical optimization impact.

Interfaces with other services: procedures writing/validation, equipment (de)commissioning, permit to work validation and field activity follow-up. Products swaps between areas, product reception and shipping activities with third parties.

Specific operations management: abnormal operations, special operations, emergency response.

DAILY TEAM MANAGEMENT

4 days

Human behavior: information quality, workload management, individuals' and team's motivation.

Activity organization: shift handover, information sharing, planning and priorities management. Task request, delegation and controls.

Team meeting: organization, preparation, progression, deliverables and follow-up. Lessons learned, safety toolbox, best practices...

Operational problems solving: listing facts, brainstorming, decision making.

Up & down communication: relations with different persons. Solving dispute issues within the team.

Operational budget administration: responsibilities, regulation and usual risks.

Commitment regarding HSE approach, reacting to unsafe acts and conditions, enforcing safety rules. Continuous improvement.

Individual and team motivation: achievable targets (HSEQ, reliability, profitability...). Exemplary behavior, commitment and proactivity. Individual yearly appraisal, coaching, training.

Auto-evaluation of one's own behavior: leadership, communication and motivation/warning to employees, information sharing.

To French entities : IFP Training is referenced to DataDock ; you may contact your OPCO about potential funding.

Please contact our disabled persons referent to check the accessibility of this training program : referent.handicap@ifptraining.com