AZ TECH

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Certified Company

The Effective Shift Team Leader

in the Oil, Gas & Petrochemicals Industries

19 - 23 Mar 2018, **London**
09 - 13 Jul 2018, **Paris**
09 - 13 Sep 2018, **Dubai**

28-AUG-17

ACS REGISTRARS Quality Assurance ISO 9001
ACS REGISTRARS ISO 29990
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IAM Institute of Asset Management CORPORATE MEMBER
IAM endorsed TRAINER
THE GLOBAL COMPACT United Nations Global Compact

The Effective Shift Team Leader

in the Oil, Gas & Petrochemicals Industries

Why Choose this Training Course?

This training course has been developed for the Shift Team Leader working in the hazardous E&P oil, gas and petrochemical industries. Shift Team Leaders play a vital and integral part of the whole operation providing the balance between direct management and the remaining workforce. To ensure that operations run smoothly 24/7, throughout the year, the operational importance of this critical role should not be underestimated. Personnel undertaking this role need to be developed correctly to ensure that they are equipped with the right skills, competencies and knowledge to make a difference.

On the course, delegates will learn about the importance of their role, how to manage and lead others, problem solve, allocate resources effectively, lead and manage their teams as well as develop team members to achieve their best performance. The course will be conducted in two parts, with the first three-days focusing on the theory as well as workplace aspects, with the last two-days utilising leading experiential techniques to ensure practical and real learning is put into practice. In addition, the delegates will undergo two psychometric profiling assessments to further enhance their development and understanding. This course is essential development for any Shift Team Leader in the industry.

This training course will feature:

- The importance of the Shift Team Leader role for organizational success
- Your own self-awareness to manage yourself and others
- The analysing of risks and problems and providing effective decisions
- How to manage people through excellent interpersonal skills and communication techniques
- Methods developing increased performance management
- Developing people and increasing your team performance

Who is this Training Course for?

This training course is suitable for a wide range of professionals working in the E&P oil, gas, and petrochemical industries but will greatly benefit:

- Shift Team Leaders
- Team Leaders
- Supervisors
- Newly promoted, or identified future Team Leaders, Shift Leaders or Supervisors

What are the Goals?

By the end of this training course, participants will have learnt and experienced practical applications of:

- Understanding your self-awareness, as well as your role in the organisation and management style in order to effectively apply self-management
- Defining effective problem solving, risk identification and analysis within your working environment
- Applying powerful interpersonal techniques to improve communication and manage others effectively
- Applying development, coaching and feedback techniques to increase optimum people performance management
- Improve team cohesion and impact on production through your management and actions

How will this Training Course & Workshop be Presented?

This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. Delegates will receive interactive training covering the latest theories and 'best practices' to develop strong fundamental basis upon which to build their future success during the first 3 days. Delegates will apply their learning through practical application taking the learning out of the classroom and into business situations for the final 2 days.

Work groups will explore and apply their newly learnt skills in relevant case studies, exercises and tasks to develop confidence and understanding. This combination of theory and practical application ensures all delegates leave with both knowledge and experience to ensure their future success. In addition, delegates will undergo two psychometric profiles to fully understand themselves and given feedback on the improvement.

The Certificate

AZTech Certificate of Completion for delegates who attend and complete the course.

THE COURSE CONTENT

DAY ONE:
The Important Role of the Shift Team Leader

- ShiftTeam Leader – defining the role in critical operations
- Managing or Leading: becoming an effective and efficient Team Leader
- Critical Power Bases - and how to utilise these effectively
- Key characteristics of successful Team Leaders – and Personality Profile Psychometric
- Inspiring change and innovation leading to continuous improvement
- Achieving Team Leader Excellence

DAY TWO:
Solving Work Problems and the Effective Allocation of Resources

- Defining operational problems in the industry
- Technical problem solving models and techniques
- Practical and effective decision making processes
- Effective planning and time management of tasks
- Allocating resources effectively and efficiently
- Ensuring job enrichment and motivation with your team
- How to delegate tasks to achieve optimum commitment

DAY THREE:
Mastering Key Interpersonal skills and Conducting the Hand Over Briefing

- Developing Team Leader key interpersonal skills in the industry
- Overcoming communication barriers in the workplace, culture and diversity
- Powerful communication and interpersonal techniques
- How to influence the outcome of your team's performance
- Conducting effective hand-over briefs to ensure a safe operation
- Conflict management: managing conflict assertively with your team

DAY FOUR:
Leading and Managing your Team for Operational Success

Experiential Learning Workshop: case studies, exercises and practical relating to Performance Issues. These have been designed and developed to reinforce the main topics covered of: managing/leading, time management, problem solving, making decisions, communication, team roles/diversity, dealing with people and achieving tasks.

Workshop Topics:

- Team Assessment – Psychometric Profile
- Factors for enhanced Team development
- Group dynamics in the oil, gas and petrochemical industry
- Group Problem Solving and Team Decision making for operational excellence
- Increasing team performance and ensuring a safe environment

DAY FIVE:
Developing your Team for Increased Operational Performance

Experiential Learning Workshop: case studies, exercises and practical relating to Performance Issues. These have been designed and developed to reinforce the main topics covered: developing others, coaching, communication/interpersonal skills, delegation, allocating resources, feedback and ensuring increased performance of team members

Workshop Topics:

- Personality Profile – assessment feedback and development plans and applying this to the industry
- Ways of Developing team members – exercise and case study
- Power of Coaching – practical demonstrations by the delegates
- Giving powerful feedback to increase performance - practical demonstrations by the delegates
- Next Steps

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Complete & send by fax/mail to address given below. Please use BLOCK CAPITALS.

This fee is inclusive of Documentation, Lunch and Refreshments

Date	Venue	Fees(USD)	Book your seat
19 - 23 Mar 2018	London	$4,950	**Register Now**
09 - 13 Jul 2018	Paris	$4,950	**Register Now**
09 - 13 Sep 2018	Dubai	$4,950	**Register Now**

VAT Announcement: The Government of UAE have introduced Value Added Tax (VAT) on goods and services from 01-January-2018. In compliance with the legislation issued by the UAE Government, we will be applying a 5% VAT on the fees for all our programs and services offered from January 2018 as applicable and stipulated in the FTA circulars.

REGISTRATION DETAILS

Family Name:_____ First Name:_____

Position:_____ Company:_____

Mailing Address:_____

Telephone:_____ Mobile:_____ Fax:_____ Email:_____

AUTHORISATION

Authorised by:_____ Position:_____

Telephone:_____ Fax:_____ Email:_____

Postal Address:_____

MODE OF PAYMENT

☐ **Please invoice my company** ☐ **Please invoice me** ☐ **Please find enclosed a cheque payable to AZTECH**

HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least **3 weeks prior** to the commencement of the course.

EVENT DISCLAIMER

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

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Our training portfolio will provide you a number of seminars and courses to choose from depending on your organisational goals and personal development objectives.

CANCELLATIONS & SUBSTITUTIONS

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a $250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

4 WAYS TO REGISTER

Toll Free: 800-AZTECH
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Email Address: ..... info@aztechtraining.com
Visit our website: ..... www.aztechtraining.com

CERTIFICATION

AZTech Certificate of Completion for delegates who attend and complete the training course