Competency Development for Supervisory Excellence

22 - 26 Nov 2015
Dubai, United Arab Emirates

This course is Designed, Developed, and will be Delivered under ISO 29990:2010 Standards

This course will feature:
- Analysing risks and problems and providing effective decisions
- Delegating skills and controlling meetings
- Excellent interpersonal and communications skills techniques
- Methods in achieving the safety culture and target zero
- Developing people and team performance
- The unique and important role of the supervisor as a master key for organizational success and development
WHY CHOOSE THIS COURSE?

This course 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. On the course you will learn about utilising management and leadership techniques to identify risks, problem solve, delegate, communicate effectively, develop yourself and others, control your team, your work environment; as well as create a climate and culture for improved safety. This course is essential development for supervisors operating and working in the oil and gas industry.

WHAT ARE THE GOALS?

By the end of this course, 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, and promotion of the safety culture
- 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.

WHO IS THIS COURSE FOR?

This program 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

HOW WILL THIS BE PRESENTED?

This course will utilise a variety of proven highly interactive adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes facilitated group and individual exercises, case studies, role-play, videos. The instructor will also facilitate learning by encouraging the delegates to test and critically appraise any theories and concepts on the programme.

QUALITY CERTIFICATION

PetroKnowledge utilizes a Quality Management System which covers technical, administrative and commercial aspects of its business operations. It was designed in accordance with the principles of ISO 9001:2008 quality standard.

PetroKnowledge has acquired the ISO 29990:2010 international standard which ensures that the design, development, and delivery of the learning service meet the ISO requirements. This quality mark ensures excellence of our training programs.

www.PetroKnowledge.com
The Course Content

DAY 1
UNDERSTANDING THE SUPERVISORY ROLE AS A KEY MEMBER OF THE ORGANISATION

As a supervisor you are a key operational role in the organization and you need to gain an understanding of the impact you have.

Key behaviours:

- Organizational development
- Key leading and management principles
- Creating vision and initiatives
- Managing change

Topics to be covered:

- Supervisors as a master key for organizational success and development
- Managing or Leading?
- Creating vision and initiatives
- Inspiring change and innovations leading to continuous improvement
- Personal Accountability, Reliability, Integrity and Honesty

DAY 3
MASTERING COMMUNICATION AND INTERPERSONAL SKILLS

Communication is an important supervisory skill, from dissemination, to interpretation, top-down to bottom-up, to help you persuade and influence.

Key behaviours:

- Uses a variety of questioning techniques to clarify
- Uses listening skills effectively
- Able to influence and persuade through effective communication
- Uses communication to control and be assertive as needed
- Able to use various sources of communication methods, including meetings

Topics to be covered:

- Overcoming communication barriers
- The power of questions
- Active listening skills
- Developing your observation skills to influence the outcome/effects of others
- Persuasion and negotiation: keys to personal influence
- Conflict management: managing conflict assertively
- Effective meeting skills

DAY 2
PROBLEM SOLVING, DECISION MAKING AND DELEGATION

Supervisors are constantly be subjected to daily problems, both from above, below and from those around you. It’s essential that you have a good understanding of the principles involved with problem solving and decision making.

Key behaviours:

- Analyzing situations and data
- Lateral and Vertical problem solving
- Decision making process
- Delegation skills

Topics to be covered:

- Assessing risks and analyzing problems
- Problem solving and decision making process
- Job enrichment an motivation
- Mastering the art of delegation
- Dealing with diverse workforce and contractors

COMPETENCY DEVELOPMENT FOR SUPERVISORY EXCELLENCE
The Course Content

DAY 4
ACHIEVING HSE EXCELLENCE

Health and safety is an important area for all supervisors regardless of role or discipline.

Key behaviours:
- Understand the importance of H&S
- Be aware of their impact on the H&S culture
- Create a climate of pro-active H&S
- Lead by example with H&S
- Understand the legal implications of H&S in their environment

Topics to be covered:
- 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 target zero
- Commitment and compliance towards HSE documents and standards

DAY 5
DEVELOPING YOUR TEAM AND OTHERS

As a supervisor you will be leading a team. It’s important to realize that the team supports the supervisor. If the team is weak, or not performing then this will have implications of the effectiveness of the role.

Key behaviours:
- Developing others
- Team dynamics
- Learning strategies
- Gain feedback skills and techniques

Topics to be covered:
- How people learn
- Team development
- Positive development: training and development planning
- Coaching and mentoring for personal and team growth
- Giving powerful feedback to increase optimum performance
- Next steps
### Competency Development for Supervisory Excellence

Please use BLOCK CAPITALS to fill in this form. It is important that you read carefully through all information before starting to complete the form.

#### REGISTRATION DETAILS

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#### 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 programme.

#### CERTIFICATION

A Certificate of Completion will only be awarded to those delegates who attend the entire course.

#### 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 enrolment. All registrants will be notified in advance and a full refund will be provided upon request.

#### DISCLAIMER

Circumstances beyond the control of PetroKnowledge may necessitate postponement, change of venue or substitution of the Instructor. As such, PetroKnowledge reserves the right to implement such amendments.