



An Intensive 5 Day Training Course



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

25 - 29 Mar 2018, Dubai

16 - 20 Jul 2018, Vienna



This course is Designed, Developed, and will be Delivered under  
**ISO Quality Standards**

ISO 29990 : 2010 Certified



ISO 9001: 2015 Certified



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

## WHY CHOOSE THIS TRAINING COURSE?

This training 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. It has long been recognized that the Supervisory level is the leverage that ensures that management decisions are acted on.

On this Supervisory training course 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 course is essential development for supervisors operating and working in the oil and gas industry.

This training course 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

## WHAT ARE THE GOALS?

By the end of this training 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 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.



## WHO IS THIS TRAINING COURSE FOR?

This PetroKnowledge training course 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 TRAINING COURSE BE PRESENTED?

This Supervisory training 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 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 course.



## DAILY AGENDA

### Day One: The Importance of the Supervisory Role in the Industry

**Competency Description:** Supervisors are the key operational role in the organization and you will gain an understanding of the high impact you have on this.

#### 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?
- Power Bases
- Character v Competence
- Inspiring change and innovations leading to continuous improvement
- Personal Accountability, Reliability, Integrity and Honesty to lead your team

### Day Two: Problem Solving, Decision Making and Delegation

**Competency Description:** Supervisors are constantly being subjected to daily problems, both from above, below, as well as from those around. It's essential that you have a good understanding of the principles involved with undertaking daily workplace problem solving, decision making and effectively delegating

#### Key behaviours

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

#### Topics to be covered

- Assessing risks and analyzing problems
- Problem solving and decision making process
- SCAMPER Technique for creative workplace problems
- Time Management and barriers to managing time
- Powerful Job Enrichment and motivation techniques to increase performance
- Mastering the art of delegation: delegating effectively and efficiently





### Day Three: Mastering Communication and Interpersonal Skills

**Competency Description:** Communication is an important supervisory skill, from dissemination, to interpretation, top-down to bottom-up, to help you persuade and influence. You will also be faced with many conflict situations, as well as having to hold meetings and give team briefs.

#### 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 & conducting powerful team briefings

### Day Four: Developing your Team and Others

**Competency Description:** 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 on 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



### Day Five: Leading HSE Excellence

**Competency Description:** Health and safety is an important area for all supervisors regardless of the role or discipline. The programme concludes with this important area, as the Supervisor you will need to be a Safety leader to lead others by example.

#### 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
- Safety Commitment
- Next Steps

QUALITY CERTIFICATION

ISO 29990 : 2010 Certified





Approved Centre



Approved Centre



ISO 9001: 2015 Certified







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

## COURSE DATES, VENUES AND FEES

25 - 29 Mar 2018	Dubai - UAE	\$5,500
16 - 20 Jul 2018	Vienna	\$5,500

*This fee is inclusive of Documentation, Lunch and Refreshments*

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

Family Name: \_\_\_\_\_ First Name (Mr./Ms.): \_\_\_\_\_

Position: \_\_\_\_\_ Company: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

## AUTHORISATION

Authorisation By: \_\_\_\_\_

Position: \_\_\_\_\_ Company: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

## QUALITY CERTIFICATION

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ISO 9001:2015 Certified



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## BOOKING TERMS & CONDITIONS

### Booking

- Bookings for courses can be made via our website (petroknowledge.com) or by contacting our Registration Desk on +971 2 5577389 or at reg@petroknowledge.com
- For on-line bookings, please select the course that you require and click on the "Register Now" button, following the instructions step by step
- Upon receipt of booking in order, enrollment on the respective training course will be confirmed by Registration Team with all necessary documentation

### Invoicing and Payment

- Our fees include course presentation, relevant materials, physical & digital documentation, lunch and refreshments served during entire training. Accommodation charges are not included in the course fees
- Course fees are payable upon booking unless a valid, authorized Purchase Order is provided and accepted
- Invoices will be sent via email/courier to the ID/name and address provided
- We prefer to have the fees payment in our account before the start of training course. However, if your company has a different payment policy, the same should inform us in advance
- The currency of fees is in US Dollars (USD). Payments can be made in USD or UAE local currency AED (Arab Emirates Dirhams) either by Bank Transfer or by Credit Card. Our Bank Account details will be provided on the Invoice
- Please note that we do accept payment by cash, in USD or AED, only for the last minute bookings

### Cancellation of Courses

- It may be necessary for PetroKnowledge to amend or cancel any course, course times, instructors, dates or published fees due to unforeseen circumstances and we reserve the right for such changes
- Any amendments will be advised before the course start date and any bookings already paid in full will not be subject to increased fees

### Cancellation by Client

- Once you have completed your booking, received your confirmation of enrollment and a dated payment Invoice, you are deemed to have a contract with PetroKnowledge. You reserve the right to cancel this contract given the below terms
- All cancellations must be received in writing at reg@petroknowledge.com and info@petroknowledge.com at least 14 days prior to the training
- After the cancellation period has expired, consideration may be given, on a case to case basis, if a registered delegate nominates a substitute on the same course, shifts to next session of the course or moves to a new course
- For a cancellation request made on or before the statutory 14 day cancellation period, a refund may be given or a credit note issued which can be used against future course fees
- A 25% administration fee (of the total course fee at the time of booking) will be charged for any cancellations made outside of the statutory cancellation period

### Attendance Certificate

- The daily course schedule should be accurately followed to ensure undeterred implementation of our training
- All delegates, who participated in their course throughout, will receive the Certificate of Completion on the last day
- Please report any foreseeable absences to a PetroKnowledge representative or to your sponsors directly
- An absence of three (3) or more sessions of the course will invalidate your eligibility for the Certificate of Completion

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