



Best Practices in Multishift Operations

Achieving Operational Excellence in Multishift Management

► Upcoming Sessions

16-20 Sep 2024	Dubai - UAE	\$5,950
14-18 Oct 2024	Barcelona - Spain	\$5,950
18-22 Nov 2024	London - UK	\$5,950
06-10 Jan 2025	Dubai - UAE	\$5,950
28 Apr-02 May 2025	Dubai - UAE	\$5,950
15-19 Sep 2025	Dubai - UAE	\$5,950
17-21 Nov 2025	London - UK	\$5,950

► Training Details

Training Course Overview

If you're eager to discover how leading operational organizations effectively manage round-the-clock, multiple-shift operations to achieve exceptional performance and cultivate top-tier talent, this Anderson training course is your gateway.

Operating in multiple shifts presents unique challenges, including fatigue and frequent personnel rotations. Regardless of industry, 24-hour operations must address and surmount these obstacles to compete successfully, ensuring safety, efficiency, and sustained excellence. Embracing best practices in shift management leads to notable reductions in incidents, waste, and operational issues like throughput and communication deficiencies.

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- Recognize and appreciate the issues associated with 24/7 shift operation
- Identify and develop strategies to manage shift risks and issues and become a world-class 24/7 operation
- Benchmark their performance against that of world-class facilities
- Appreciate the impact of better communication and leadership for shift working
- Explore alternative shift schedules
- Develop effective Shift Supervisors

Designed for

This Anderson training course is suitable for operation personnel and their managers and other professionals who support them. For example:

- ▶ Operational managers
- ▶ Shift supervisors and shift team leaders
- ▶ Personnel interested in Quality and Quality Assurance
- ▶ Maintenance and Engineering Personnel
- ▶ Training & Development Personnel
- ▶ Personnel from Logistics or Network Support Teams
- ▶ HR Personnel and those involved in Staff health and welfare at any level

▶ Training Details

Day One: Understanding the Issues Associated with Shift Working

- ▶ Shift Working Self-Assessment - How does your operation measure up?
- ▶ Communication
- ▶ Continuity of operation and Consistency of approach
- ▶ Benchmarking against world-class operations
- ▶ Shift-to-shift handover
- ▶ Fatigue and its consequences and other People issues

Day Two: Effective Communications, Effective Shift Handover & Continuity of Operation

- ▶ Deliver effective management communication to all shifts
- ▶ Improve shift leader-team communications
- ▶ Develop effective interfaces across shifts
- ▶ Best practices for effective shift handover and Start of shift meetings
- ▶ Teamwork
- ▶ Effective standard operating procedures and Training and developing Shift Teams

Day Three: Developing Effective Shift Supervisors, Continuous Improvement/Kaizen in 24-Hour Operations

- ▶ Evolution of the role of supervisor
- ▶ Training and developing effective supervisors
- ▶ Benchmarking performance of supervisors
- ▶ Understanding CI
- ▶ Workplace organization, 5S and TPS
- ▶ Management visibility/GEMBA

Day Four: Dealing with Fatigue, Pros and Cons of Different Shift Systems

- ▶ The body clock and circadian rhythms
- ▶ Causes of fatigue & Fatigue Countermeasures
- ▶ Ergonomics
- ▶ History of shift working
- ▶ Alternative Shift Schedules
- ▶ Analysis of delegates' shift schedules and issues

Day Five: Dealing with People Issues on Shift

- ▶ Managing performance
- ▶ Dealing with poor performance
- ▶ Improving Motivation and Counseling
- ▶ Discipline
- ▶ Consistency of approach
- ▶ Applying the Learning - Group Vision and Action Plan

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course.

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae

Anderson
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

Web: www.anderson.ae

Email: info@anderson.ae

Phone: +971 4 365 8363

Fax: +971 4 360 4759

©2024. Material published by Anderson shown here is copyrighted.

All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.