MERCURY

Best Practices in Multi-Shift Operations & Multitasking Skills Training

8 – 19 March 2027
Cape Town (South Africa)



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Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Introduction:

Process industries are extremely competitive. Significant pressures exist to reduce costs while continuously improving the quality of customer service. In these multi-shift operations best practices and multitasking skills, 24-hour operations must always achieve the highest possible standards to compete successfully.

Shift working must be applied for a facility to operate safely and efficiently 24/7. However, a multiple-shift operation poses a challenge because of the potential for disconnects caused by the personnel changing every few hours.

This multi-shift operation best practices and multitasking skills workshop can significantly increase the risk of incidents and operational problems, such as reduced throughput and increased waste. Operating multiple shifts can be like running several different companies simultaneously. Each shift change brings a new team of people with different skills, attitudes, and objectives.

A detailed understanding of all the problems caused by shift work is needed. This multi-shift operation best practices and multitasking skills training conference will allow strategies to develop to ensure performance and maintenance at the highest levels.

Targeted Groups:

- Managers, Supervisors, and Team leaders in businesses that are working 24/7.
- Shift supervisors.
- Shift coordinators.
- Human resources staff.

Conference Objectives:

At the end of this multi-shift operation best practices and multitasking skills workshop, the participants will be able to:

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- Understand the issues associated with 24/7 shift operation
- Identify strategies to deal with the issues
- Learn how to implement seamless communications
- Learn how to ensure continuity of operation
- Achieve effective shift handovers
- Achieve shift-to-shift uniformity of approach
- Deal with people issues created by shift working
- Learn how to be able to identify and deal with fatigue
- Explore alternative shift schedules that reduce costs and improve job satisfaction
- Implement Kaizen continuous improvement around-the-clock
- Develop effective shift supervisors
- Benchmark their performance against that of world-class facilities
- Create an Action Plan for continuous improvement back at work

Targeted Competencies:

At the end of this multi-shift operation best practices and multitasking skills training, the participant's competencies will be able to:

- Teams building and managing.
- Effective communication.
- Continuity of operation.
- Consistency of approach.
- Fatigue and its consequences.
- Handling people's issues.
- Benchmarking.

Focus on Multitasking Skills Training:

Special emphasis will be placed on multitasking skills training in this multi-shift operations best practices and multitasking skills workshop. Participants will engage in a multitasking workshop designed to enhance their ability to manage multiple tasks effectively while maintaining high performance levels.

The multi-shift operations best practices and multitasking skills seminar will integrate principles of multitasking and staying organized, building upon multitasking leadership skills and management skills.

Laying the Foundations for Multitasking:

- How do you improve your multitasking skills?
- Techniques for multitasking and time management skills.
- Developing a multitasking mindset in a multi-shift environment.

Building Multitasking Capacity:

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- Multitasking training exercises.
- Strategies for balancing competing priorities.
- Enhance personal and team multitasking skills.

Conference Content:

Unit 1: Understanding The Issues Associated with Shift Working:

- Communication.
- Continuity of operation.
- Consistency of approach.
- Shift-to-shift handover.
- Fatigue and its consequences.
- People issues.

Unit 2: Building a Competitive Advantage:

- Benchmarking world-class operations.
- Performance results from successful plants.
- Self-Assessment - How does your plan measure up?

Unit 3: Effective Communications:

- Deliver effective management communication to all shifts.
- Improve shift leader-team communications.
- Develop effective interfaces across shifts.
- Proven cross-shift communication tools and techniques.
- Install a world-class Visual Management system.

Unit 4: Effective Shift Handover:

- Best practices for effective shift handover.
- Start of shift meetings.

Unit 5: Ensuring Continuity of Operation:

- Performance management.
- Weekly planning processes.
- Effective standard operating procedures.
- Teamwork.
- Training and developing Shift Teams.

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Unit 6: Developing Effective Shift Supervisors:

- Evolution of the role of supervisor.
- Training and developing effective supervisors.
- Technical skills.
- Leadership skills.
- Benchmarking the performance of supervisors.

Unit 7: Continuous Improvement/Kaizen in 24-Hour Operations:

- Understanding CI.
- Workplace organization and 5S.
- Learning from the Toyota Production System TPS.
- Understand continuous improvement systems that involve all shifts.
- Developing and implementing cross-shift teams.
- Management visibility/GEMBA.

Unit 8: Dealing with Fatigue:

- The body clock and circadian rhythms.
- Causes of fatigue.
- Ergonomics.
- Fatigue Countermeasures.
- How to successfully implement cross-shift teams.
- Management's role in leading multi-shift operations.
- Develop high-performance first-line leaders on the plant floor.

Unit 9: Pros and Cons of Different Shift Systems:

- History of shift working.
- Managing the risks of shift work.
- Common shift scheduling myths.
- Determine the cost-effectiveness of your shift schedule.
- Examples of 8-hour and 12-hour schedules.
- Fixed vs. rotating shifts.
- Step-by-step process to design and implement a lean shift schedule.
- Analysis of delegates' shift schedules and issues.

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Unit 10: Dealing with People Issues on Shift:

- Managing performance.
- Dealing with poor performance.
- Discipline.
- Consistency of approach.
- Counseling skills.

Conclusion:

Participants in this multi-shift operations best practices and multitasking skills workshop will depart from this multitasking training with practical skills and strategic insights, ready to apply them to the dynamic demands of multi-shift operations.