

SUPERVISORY EXCELLENCE IN THE OIL, GAS & PETROCHEMICALS INDUSTRY



GENTEX[®]

TRAINING CENTER



Introduction

Supervisory Excellence in the Oil, Gas & Petrochemicals Industry Training Course prepares front-line supervisors to lead safely in high-hazard process environments. Participants learn how to run shifts, control work permits, coach operators, and keep production and safety in balance. The program combines supervisory leadership with process safety, maintenance coordination, and performance discipline. As a result, learners gain the confidence to make sound decisions at the point where risk is highest. Furthermore, the course strengthens communication, escalation judgement, and the safety culture that supervisors shape every day.

Supervisory Excellence in the Oil, Gas & Petrochemicals Industry Course Objectives

- Lead shift teams in high-hazard, continuous-process operations.
- Apply process safety management principles and permit-to-work systems.
- Conduct toolbox talks, safety briefings, and pre-job hazard assessments.
- Use HAZOP awareness, bow-tie thinking, and risk registers at supervisor level.
- Apply situational leadership (Hersey-Blanchard) to match style to operator readiness.
- Coach operators using the GROW model and structured on-the-job training.
- Delegate tasks with clear outcomes, authority, and safety accountability.
- Run shift handovers, logbooks, and operational communication discipline.
- Manage contractors on site with clear supervision and safety control.
- Apply root cause analysis and corrective action follow-up to near misses.

Course Methodology

- Interactive sessions built on real refinery, plant, and field supervision cases.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Workshops on permit-to-work, shift handover, and hazard assessment.
- Group work on risk registers, task observation, and improvement plans.
- Hands-on practice with root cause analysis and operational checklists.
- Simulation of emergency response, stop-work decisions, and shift escalations.
- Facilitator coaching and peer review on supervisory development plans.

Who Should Take This Course

- Front-line supervisors and shift team leaders in process plants.
- Operations, production, and maintenance supervisors.
- Field and site supervisors in oil and gas facilities.
- HSE officers and permit-to-work coordinators.
- Newly promoted supervisors moving from technical roles.
- Contract supervisors managing site-based work crews.

Supervisory Excellence in the Oil, Gas & Petrochemicals Industry Course Outlines

Day 1: The Supervisor's Role in a High-Hazard Industry

- What changes when a technical specialist becomes a supervisor.
- Supervisory accountabilities for safety, quality, and production.
- Continuous process operations and shift-work realities.
- Process safety management and major accident prevention basics.
- Leadership styles: situational leadership (Hersey-Blanchard).
- Communication discipline and instructions that land.
- Case study: a shift decision with serious consequences.





Day 2: Safety Leadership and Permit Control

- Toolbox talks, safety briefings, and pre-job hazard assessment.
- Permit-to-work systems and isolation practice.
- Lock-out/tag-out and energy isolation awareness.
- Personal and process safety indicators.
- Behavioural safety observation and feedback.
- Stop-work authority and intervention practice.
- Workshop: running a toolbox talk and hazard assessment.

Day 3: Shift Operations and Handover

- Shift planning, task allocation, and priority setting.
- Shift handover practice and logbook discipline.
- Reading instrumentation, alarms, and abnormal conditions.
- Managing upsets, upsets escalation, and operator support.
- Coordination with maintenance, engineering, and contractors.
- Standard work and operating procedures discipline.
- Simulation: managing an abnormal condition during a shift.

Day 4: Coaching, Delegation, and Team Performance

- The GROW model for coaching conversations.
- On-the-job training and competency verification.
- Feedback with the SBI (Situation-Behaviour-Impact) model.
- Delegation with clear outcomes, authority, and support.
- Handling performance and discipline issues fairly.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Motivation, recognition, and shift-team morale.
- Exercise: coaching an operator through a competence gap.

Day 5: Incident Learning and Supervisory Excellence

- Near miss reporting and investigation basics.
- Root cause analysis with 5 Whys and fishbone diagrams.
- Corrective and preventive action (CAPA) tracking.
- Operational KPIs: availability, OEE, and defect rates.
- Contractor supervision and site safety control.
- Continuous improvement and lessons-learned routines.
- Capstone: presenting a supervisory excellence action plan.

Conclusion

By successfully completing Supervisory Excellence in the Oil, Gas & Petrochemicals Industry, participants will gain a practical command of shift leadership, process safety control, and operator development. They will acquire skills in permit control, hazard assessment, handover discipline, coaching, and incident learning. Gentex Training Center designs the program to help supervisors lead safely at the point where risk and production meet.

FAQs

Q1 What is the "Supervisory Excellence in the Oil, Gas & Petrochemicals Industry" course about?



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



It prepares front-line supervisors to lead safely in high-hazard process environments. The course spans process safety and permit control, shift operations and handover, coaching and delegation, incident learning, and the supervisory discipline that balances production with safety.

Q2 What are the key benefits of the "Supervisory Excellence in the Oil, Gas & Petrochemicals Industry" course?

You gain the confidence to make sound decisions where risk is highest. The course strengthens safety leadership, improves permit and handover discipline, sharpens coaching of operators, reduces near misses through better hazard awareness, and lowers the risk of a serious process incident.

Q3 What skills will I gain from the "Supervisory Excellence in the Oil, Gas & Petrochemicals Industry" course?

You will develop four core skills: shift leadership and process safety supervision, permit-to-work and hazard assessment control, operator coaching with delegation and team performance management, and incident learning with continuous improvement.





Q4 What tools, methods, or standards are covered in the "Supervisory Excellence in the Oil, Gas & Petrochemicals Industry" course?

The course covers process safety management, permit-to-work systems, lock-out/tag-out and energy isolation, pre-job hazard assessment, toolbox talks, HAZOP awareness, bow-tie thinking, risk registers, the SBI feedback model, the GROW coaching model, situational leadership (Hersey-Blanchard), shift handover and logbook practice, standard work and operating procedures, root cause analysis with 5 Whys and fishbone diagrams, corrective and preventive action (CAPA) tracking, and operational KPIs such as OEE.

Q5 How is the "Supervisory Excellence in the Oil, Gas & Petrochemicals Industry" course applied in real-world practice?

Participants apply it to real work such as running a shift handover, issuing and controlling a work permit, coaching an operator through a competence gap, and investigating a near miss. The same methods support contractor supervision and stop-work decisions.