

BEST PRACTICES IN MULTI-SHIFT OPERATIONS

“Optimizing Workforce Productivity and Operational Continuity Around the Clock”

Schedule

Date	Venue	Fees
04 - 06 Feb 2026	Dubai, UAE	USD 2495 per delegate
04 - 06 Aug 2026	Doha, Qatar	USD 2495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Multi-shift operations are essential for organizations that must maintain continuous output and services across different time zones or around the clock. However, managing people, processes, and performance in such environments presents unique challenges—from fatigue and communication gaps to productivity loss and scheduling inefficiencies.

This 3-day course provides practical tools, frameworks, and global best practices to help supervisors, HR managers, and operations leaders design and manage efficient multi-shift environments. Participants will explore strategies to enhance shift transitions, maintain performance consistency, and support workforce well-being across shifts.

Objectives

By the end of this course, participants will be able to:

- Identify the critical success factors in designing and managing multi-shift operations
- Implement strategies to minimize fatigue, errors, and productivity fluctuations across shifts
- Develop fair and effective shift schedules aligned with labor laws and operational needs
- Improve communication and handover processes between teams
- Enhance worker satisfaction and performance in shift-based work environments

Why Attend

- Address fatigue, absenteeism, and burnout risks in shift-based teams
- Implement efficient handover and coordination protocols
- Learn from international case studies of successful multi-shift operations
- Access scheduling templates and team communication tools
- Strengthen safety, performance, and morale in continuous operations

Target Audience

This program is designed for:

- Shift supervisors and team leaders
- Operations and production managers
- HR professionals managing rosters and schedules
- HSE officers in 24/7 environments
- Manufacturing, logistics, and utilities professionals

Individual Benefits

Key competencies that will be developed include:

- Shift planning and fatigue management skills
- Leadership techniques tailored for rotating or continuous shifts
- Enhanced ability to analyze performance by shift
- Greater understanding of human factors in round-the-clock operations
- Tools to improve shift handovers and team dynamics

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Increased productivity and consistency across shifts
- Reduced absenteeism, fatigue-related incidents, and turnover
- Improved compliance with shift-related labor laws and HSE standards
- Greater team cohesion and morale in multi-shift settings
- Standardized and efficient shift transition processes

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Insights into shift design models, performance monitoring, and workforce planning
- Case Studies - Global examples of effective multi-shift operations and productivity solutions
- Workshops - Scenario-based exercises to analyze and improve shift schedules and team handovers
- Peer Exchange - Group discussion on shift-related issues and innovative practices
- Tools - Scheduling templates, fatigue checklists, and communication flow charts

Course Outline

DETAILED 3-DAY COURSE OUTLINE

Training Hours: 07:30 AM – 03:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Multi-Shift Operations

- Module 1: Introduction to Multi-Shift Work Environments (07:30 – 09:30) • Types of shift systems (fixed, rotating, staggered) and industry applications • Operational challenges and workforce implications • The impact of shift work on safety, quality, and employee well-being
- Module 2: Legal and Compliance Considerations (09:45 – 11:15) • Labor laws and compliance issues in shift work • Scheduling regulations and limitations • Balancing productivity with legal duty-of-care
- Module 3: Shift Scheduling and Workload Balance (11:30 – 01:00) • Design principles of efficient shift schedules • Aligning workload with workforce availability and capacity • Minimizing overtime and ensuring fairness in shift allocation
- Module 4: Handover and Communication (02:00 – 03:30) • Designing effective handover processes • Tools for improving communication between shifts • Reducing information loss and misunderstandings

Day 2: Performance, Health, and Safety in Shift Work

- Module 1: Managing Shift Fatigue and Alertness (07:30 – 09:30) • Causes and consequences of fatigue in shift operations • Countermeasures to improve alertness and performance • Designing breaks and rest periods
- Module 2: Health and Well-being in Shift Work (09:45 – 11:15) • Nutrition, sleep hygiene, and mental health support for shift workers • HSE considerations in continuous operations • Stress management practices and resources
- Module 3: Motivating and Managing Shift Teams (11:30 – 01:00) • Techniques for building team morale and engagement • Performance management and recognition in shift settings • Conflict resolution and peer accountability
- Module 4: Measuring Performance by Shift (02:00 – 03:30) • KPIs and metrics for shift operations • Analyzing patterns and anomalies by time block • Feedback mechanisms and reporting structures

Day 3: Optimizing and Sustaining Multi-Shift Operations

- Module 1: Case Study Analysis: High-Performance Shift Models (07:30 – 09:30) • Industry examples from manufacturing, logistics, healthcare, and energy • Best practices in long-term shift design and worker support • What high-performing organizations do differently
- Module 2: Redesigning Schedules for Improvement (09:45 – 11:15) • Hands-on workshop to adjust real-world schedules • Balancing flexibility, fairness, and operational demands • Peer feedback and trainer guidance
- Module 3: Sustaining Results and Continuous Improvement (11:30 – 01:00) • Shift review processes and audits • Involving teams in feedback and improvements • Long-term tracking of fatigue, performance, and satisfaction
- Module 4: Final Discussion and Action Planning (02:00 – 03:30) • Group discussion of insights and organizational applications • Action plans for implementation post-training • Final Q&A and certification ceremony

Certification

Participants will receive a Certificate of Completion in Multi-Shift Operations Management, affirming their capability to design, manage, and sustain efficient, legally compliant, and productive multi-shift work environments.

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