

Best Practices in Multishift Operations

COURSE OVERVIEW

Multishift operations are common in industries that require continuous production and service delivery, such as manufacturing, energy, logistics, transportation, and utilities. However, managing multiple shifts effectively presents unique challenges in productivity, communication, workforce well-being, and operational consistency.

This course is designed to provide delegates with a strategic understanding of best practices for managing multishift operations efficiently. It explores shift planning, performance tracking, worker health and safety, communication protocols, and leadership techniques that promote continuity, reduce downtime, and improve overall productivity.

WHO SHOULD ATTEND?

This course is designed for Operations Managers, Shift Supervisors, Plant Managers, HR Managers, Production Coordinators, Safety Officers, and Team Leads responsible for supervising or coordinating multishift environments.

COURSE OUTCOMES

Delegates will gain knowledge and skills to:

- Design and implement effective multishift schedules
- Improve communication and handover processes between shifts
- Monitor and optimize shift performance using key metrics
- Address employee fatigue and improve staff retention
- Align multishift operations with compliance, safety, and labour regulations
- Foster teamwork and accountability across shift rotations

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- Shift design strategies: rotating vs. fixed, 8-hour vs. 12-hour models
- Handover protocols and communication best practices
- Reducing downtime and performance loss across shifts
- Fatigue management and employee wellness in 24/7 operations
- Use of digital tools and dashboards to track shift KPIs
- Legal considerations and labour compliance in shift work
- Team motivation and engagement across timeframes
- Case studies from manufacturing, utilities, and service sectors

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded