OPERATIONAL LEADERSHIP · MINING & PROCESS INDUSTRIES

Operational Supervision for Foremen and Technical Supervisors

Front-line leadership, shift control, and visible safety

For foremen, shift bosses, field supervisors, and front-line team leaders in high-risk mining and process industry operations.



EUROPEAN RAW MATERIALS ACADEMY

eit RawMaterials Connecting matters

Co-funded by the European Union

COURSE AT A GLANCE

FORMAT	DURATION	LANGUAGE	START DATE	FEE
Blended	8 hours	English	14 April 2027	€400

info@leapman.eu +34 917 263 596 www.leapman.eu

ABOUT THE COURSE

Why this course

In industrial and mining operations, the front-line supervisor is the link between management strategy and execution on the ground, and the one who safeguards operational continuity and shift efficiency. This course strengthens on-site leadership around three pillars: operational discipline, a visible safety culture, and regulatory awareness. Through a hands-on approach built on case studies, role-plays, and simulations, you will come away with tools you can apply from your very next shift to manage the human factor and reinforce team accountability.

> ***Our lead instructor has coordinated training programmes for more than 3,500 plant and office professionals across four continents.***
>
> Leapman Academy

WHAT YOU WILL GAIN

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

01 **Identify and take ownership of the technical, legal, and operational responsibilities of the role**

02 **Move from technical execution to people leadership**

03 **Make decisions under pressure when facing simultaneous operational deviations**

04 **Manage every profile on the shift: veterans, newcomers, and those resistant to change**

05 **Use visual boards, prioritisation matrices, and shift handover protocols**

WHO THIS COURSE IS FOR

Participant profile

- Foremen and shift bosses
- Production and maintenance supervisors
- Mechanics and electricians who coordinate work
- Front-line team leaders
- Senior operators moving into supervisory roles

Level and requirements

EQF Level 5. Requirements: 2 years of operational experience in industrial or mining environments, basic knowledge of industrial safety and risk prevention, and the ability to interpret procedures and work instructions.

METHODOLOGY

How you will learn

1. Learn

Highly practical live sessions, built on real plant and team-leadership cases.

2. Practise

Group role-plays and simulations where you make decisions as you would on a real shift, under pressure.

3. Apply

Ready-to-use tools for your very next shift, plus an action plan tailored to your role.

COURSE OUTLINE

What the course covers

SESSION	CONTENT	HOURS
Session 1	**The supervisor's role and managing the human factor** • From operator to leader: the supervisor's role on the plant floor • Team management, task assignment, and the “60-second conversation” • Difficult conversations: PPE, veteran staff, and low productivity • Active supervision on the plant floor and the supervisor's legal responsibilities • Case study: “The Unresponsive Shift”, using the Intervention Matrix	3 h
Session 2	**Execution control and visible safety leadership** • Shift PDCA cycle and the supervisor's dashboard (safety, quality, and deliverables) • Deviations and prioritisation: the “5 simultaneous operational problems” challenge • Structured shift handover: 10 minutes and 7 critical elements • Visible safety leadership, the supervisor's legal obligations, and field KPIs • Final assessment: case study “Night Shift: The Perfect Storm”	3 h
Self-paced work	**Personal action plan** “My 3 key operational actions for next Monday's shift”: your plan to apply what you have learned on the job.	2 h
	Total duration: 2 sessions (6 h) + self-paced work (2 h)	**8 h**

Case study

“Night Shift: The Perfect Storm”: in Session 2, you work in a group to resolve an operational crisis on the plant floor and defend your decisions on prioritisation, team management, and safety.

Assessment and certificate

Leapman Academy Certificate of Achievement. Requirements: minimum 80% attendance and a final grade of 70/100 or higher (30% theory test, 70% case study).

FACULTY

Delivered by industry professionals



LEAD INSTRUCTOR

Pedro Balsa

CEO of Leapman

Mining Engineer · MBA · PMP® · PRINCE2® Practitioner

More than 20 years working on mining, energy, and industrial projects across 21 countries, as risk manager, project manager, and project director. He has designed and delivered professional training for operational staff in mining and industry, reinforcing safety culture, and lectures in project management at CEU and UNIE.



SUPPORTING INSTRUCTOR

Carlos J. Pampliega

Vice President of the PMI Madrid Spain Chapter

Architect · PMP® · Certified Associate in Risk Management · Professional Scrum Master

A specialist in project management and digital transformation, with experience in planning, execution control, and stakeholder coordination. He has led more than 100 projects with PMideas and implemented PMOs in the industrial, IT, and construction sectors. Academic Director of the Project Management Programme at CEU San Pablo Business School.

PRACTICAL INFORMATION

Everything you need to know

DATES
14–15 April 2027

DURATION
6 hours of live sessions + 2 hours of self-paced work

VENUE OR PLATFORM
Live Streaming

GROUP SIZE
Groups of 15 to 20

SCHEDULE
Wednesday and Thursday, 09:00 to 12:00

FORMAT
Blended: live sessions + self-paced work

LANGUAGE
English

LEVEL
Professional course · EQF Level 5

INVESTMENT

Registration fee

RATE	EARLY ENROLMENT	STANDARD ENROLMENT
Standard	**€340**	**€400**
Groups with special agreements	**€300**	**€360**
Companies enrolling two or more participants	**€300**	**€360**

Prices per participant, taxes not included.

The fee includes

- Both live sessions
- Case studies, role-plays, and simulations
- Templates and tools from each session
- Certificate of achievement

REGISTRATION

How to register

1 **Step 1**
Email info@leapman.eu with your name, company, phone number, and email address.

2 **Step 2**
We will confirm your place and send you the payment details.

3 **Step 3**
For the invoice, please provide your company name, address, and tax ID (CIF/NIF).

REGISTER NOW

More information and registration

www.leapman.eu/en/leapman-academy