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COURSE BROCHURE

# Risk-Informed Shift Decisions and Escalation Training Course

4 – 8 October 2027
Geneva

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**Ref:** 3061_116198 **Date:** 4 – 8 October 2027 **Location:** Geneva **Fees:** 6500 GBP

Risk-Informed Shift Decisions and Escalation is a 1-week training course for operations managers and shift supervisors who must choose between operating options under time pressure, and it builds a Shift Decision and Escalation Playbook for their own unit. Plants, hospitals and logistics hubs now run leaner crews, so one unrecorded judgement call can travel far. Jupiter Prime Training shapes this course around the moments when a shift lead has minutes, not days, to decide.

## Why Risk-Informed Shift Decisions and Escalation Matters Now

Three forces press on the shift lead today. Leaner staffing means fewer people to consult before acting. Control rooms deliver more alarms than anyone can weigh by instinct. Boards and investigators now ask why one option was chosen over others. Handled well, shift judgement keeps assets running and contains small faults early; handled badly, deferred faults compound and escalation arrives too late. The course applies widely used risk assessment guidance to the single shift, where evidence is partial and the clock is running.

## Who Gains Most from Risk-Informed Shift Decisions and Escalation

- Leaders who own a shift and decide whether to continue, slow or stop a process
- Supervisors who accept or defer maintenance faults during live operations
- Control room leads who interpret alarms and decide when to call senior staff
- Duty managers who receive escalations at night and weekends
- Operations coordinators who write handover notes and shift reports

The greatest gain comes when supervisors from consecutive shifts of one site attend together.

## Risk-Informed Shift Decisions and Escalation Capabilities

Participants turn partial floor evidence into a defensible choice, a record and a timely call upward.

- Weigh operating options against consequence and likelihood within minutes — the continue or stop decision
- Apply pre-agreed decision criteria to deferred faults and degraded equipment — maintenance planners
- Design escalation thresholds that say who is called and when — duty managers
- Build a trade-off record of rejected options and reasons — investigators and auditors
- Communicate a risk judgement at handover in a fixed, brief structure — the incoming shift
- Test past shift choices through structured debriefs — site leadership

## Key Risk-Informed Shift Decisions and Escalation Terms

- Escalation threshold — A pre-agreed condition that obliges a supervisor to involve a senior decision-maker within a set time.
- Trade-off record — A short written note of the options considered on a shift, the one chosen and why the others were rejected.
- Degraded mode — Running a process or asset with a known fault or missing safeguard under temporary, defined limits.
- Decision criteria — The tests, such as consequence, reversibility and time available, used to choose between operating options.
- Stop authority — The right of any supervisor to halt an activity when an agreed limit is reached, without waiting for approval.
- Handover brief — A structured exchange at shift change that passes open risks and deferred faults to the next lead.

## Risk-Informed Shift Decisions and Escalation Day by Day

### Day 1: The Pressures on a Shift Lead

- Shift Risk Profile Mapping — Where Time Pressure Distorts Operating Choices
- Consequence and Likelihood Grid — Rating Live Operating Faults Quickly
- Incident Case Reconstruction — Choices That Shaped Past Shift Outcomes
- Bias Checklist for Fast Judgement — Overconfidence, Anchoring and Normalised Deviation
- Accountability Chart for Shifts — Who Owns Which Operating Call

### Day 2: Evidence on the Floor

- Alarm and Reading Triage — Separating Signal From Noise Under Pressure
- Field Verification Rounds — Confirming Sensor Data Before Acting
- Deferred Fault Register — Accepting or Refusing Degraded Equipment
- Barrier Status Board — Judging Which Safeguards Remain Effective
- Time-Available Estimate — Deciding How Long Before Action Is Forced

### Day 3: Choosing Between Options

- Option Comparison Sheet — Continue, Slow, Isolate or Stop the Process
- Reversibility Test — Preferring Choices That Can Be Undone Safely
- Degraded Mode Limits — Setting Temporary Boundaries for Faulty Assets
- Trade-Off Record Template — Documenting Rejected Options and Reasons
- Production Versus Safety Dialogue — Handling Commercial Pressure From Above

### Day 4: Escalation and Handover

- Escalation Trigger Matrix — Which Conditions Require a Senior Call
- Call-Out Script — Passing a Risk Picture in Under Two Minutes
- Stop Authority Rules — Halting Work Without Waiting for Approval
- Structured Handover Brief — Transferring Open Risks to the Next Shift
- Night and Weekend Cover Plan — Reaching Decision-Makers Outside Office Hours

## Day 5: Practising the Shift Decision and Escalation Playbook

- Timed Shift Simulation — Applying Triage and Option Comparison Together
- Escalation Drill — Testing Triggers and Call-Out Scripts Live
- Peer Debrief Protocol — Reviewing Choices Without Blame
- Threshold Calibration — Tuning Triggers to the Unit's Real Hazards
- Shift Decision and Escalation Playbook — Assembling Criteria, Triggers and Records

## Applying Risk-Informed Shift Decisions and Escalation After the Course

- Agree the unit's escalation trigger matrix with fellow supervisors and post it in the control room.
- Use the trade-off record on every shift for a month, with a weekly debrief on rejected options.

## Risk-Informed Shift Decisions and Escalation Questions FAQ

### What is risk-informed shift decision-making and escalation, and why does it matter now?

It is the practice of choosing between operating options using risk evidence and calling senior staff at agreed points. It matters now because leaner crews leave shift leads deciding faster with fewer people to consult.

### Which roles gain most from risk-informed shift decisions and escalation training?

Shift supervisors, control room leads and duty managers gain most. Coordinators who write handover notes also gain a clearer structure.

### How does risk-informed shift decisions and escalation differ from a general risk management course?

It works at the level of the single shift, not the corporate risk register. A general course covers enterprise risk appetite; this one covers minutes-long choices, degraded equipment and handovers.

### What do you bring back from risk-informed shift decisions and escalation training?

You bring back a draft playbook for your unit, holding decision criteria, escalation triggers, a trade-off record template and a handover brief.

## Risk-Informed Shift Decisions and Escalation: The Way Forward

The Shift Decision and Escalation Playbook first informs the decision every supervisor dreads: whether to keep a degraded asset running until the next shift. Shift leads, duty managers and site leadership all use it. After its first month in use, revisit the escalation triggers against the calls that were actually made, and tighten or relax each threshold to match real hazards.