

COURSE OVERVIEW HE1864
Conduct of Operations & Operational Discipline

Course Title

Conduct of Operations & Operational Discipline

Course Reference

HE1864

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Date/Venue

Session(s)	Date	Venue
1	February 08-12, 2026	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
2	May 31-June 04, 2026	Meeting Plus 9, City Centre Rotana, Doha, Qatar
3	September 27-October 01, 2026	Crowne Meeting Room, Crowne Plaza Al Khobar, an IHG Hotel, Al Khobar, KSA
4	December 21-25, 2026	Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course designed to provide participants with a detailed and up-to-date overview of Conduct of Operations and Operational Discipline. It covers the basic COO/OD concepts and implement the COO/OD systems; the relationship of other management system frameworks including the benefits and evolution of COO/OD systems; the leadership's role and commitment, achieve greatness with COO/OD and identify leadership's role in instituting COO/OD; the acceptable limits, consistently enforce expectations and monitor performance data; the status and progress, sustain performance and consider the impact of a catastrophic event; the COO/OD across a global workforce and identify human behavior issues and human errors.



Further, the course will also discuss the COO/OD systems prevent and mitigate human errors and recognize the relationship between COO/OD and other human performance tools; the behavior-based programs, antecedent-behavior-consequence programs and human performance technology approach; the everyone involved in human factors and measure human factors metrics; the key attributes of COO and process safety management; COO principles to process safety management systems and COO foundations and risk significance; the standards supporting the organization's mission and provide the resources and time necessary to complete tasks within standards.





During this course participants will learn to competency across the organization and competency across the organization; the authority/accountability, carryout communications, logs and records training, skill maintenance, and individual competence and compliance with policies and procedures; the safe and productive work environments, aids to operation, intolerance of deviations, task verification, supervision and support; the worker fatigue, safe operating limits, and equipment monitoring and condition verification ; the organizational attributes like leadership, team building, and compliance with procedures; the individual attributes including knowledge, commitment, awareness, and attention to detail; the effective COO/OD Systems, develop a plan and set consistent performance expectations; the management leadership and commitment as well as long term sustainability and consistency; the milestone and push to achieve them, implement the plan and start with the benefits; the performance standards and adapt the approach to site specific conditions; the progress using metrics, audit results, incident investigations, and other tools; and the current status and gasps common implementation problems, prioritize improvement opportunities and apply different roles within the organization.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on conduct of operations and operational discipline
- Discuss basic COO/OD concepts and implement the COO/OD systems
- Recognize the relationship of other management system frameworks including the benefits and evolution of COO/OD systems
- Categorize leadership's role and commitment, achieve greatness with COO/OD and identify leadership's role in instituting COO/OD
- Define acceptable limits, consistently enforce expectations and monitor performance data
- Implement status and progress, sustain performance and consider the impact of a catastrophic event
- Implement COO/OD across a global workforce and identify human behavior issues and human errors
- Explain how COO/OD systems prevent and mitigate human errors and recognize the relationship between COO/OD and other human performance tools
- Carryout behavior-based programs, antecedent-behavior-consequence programs and human performance technology approach
- Get everyone involved in human factors and measure human factors metrics
- Recognize the key attributes of COO and process safety management
- Apply COO principles to process safety management systems and COO foundations and risk significance
- Establish standards supporting the organization's mission and provide the resources and time necessary to complete tasks within standards
- Ensure competency across the organization and competency across the organization
- Clear authority/accountability, carryout communications, logs and records training, skill maintenance, and individual competence and compliance with policies and procedures





- Discuss safe and productive work environments, aids to operation, intolerance of deviations, task verification, supervision and support
- Manage worker fatigue, safe operating limits, and equipment monitoring and condition verification
- Carryout organizational attributes like leadership, team building, and compliance with procedures
- Focus on individual attributes including knowledge, commitment, awareness, and attention to detail
- Implement and maintain effective COO/OD Systems, develop a plan and set consistent performance expectations
- focus on management leadership and commitment as well as long term sustainability and consistency
- Set a few milestone and push to achieve them, implement the plan and start with the benefits
- Communicate, implement and enforce performance standards and adapt the approach to site specific conditions
- Monitor progress using metrics, audit results, incident investigations, and other tools
- evaluate current status and gaps common implementation problems, prioritize improvement opportunities and apply different roles within the organization

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

The course provides advanced details of all significant aspects and considerations of conduct of operations (COO) and operational discipline (OD) and risk management strategies for operation superintendents, engineers, supervisors, team leaders, board operators (DCS/Panel Operators) and operation operators.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.



Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Jack Koch is a **Senior HSE Consultant** with over **30 years** of practical experience within the **Oil & Gas** industry. His broad expertise widely covers in the areas of **Accident/Incident Investigation, HAZOP & HAZID, HAZMAT, HAZCOM, Process Hazard Analysis (PHA), Process Safety Management (PSM), Process Risk Analysis, Occupational Health, Effective Tool Box Talks, Disaster Management, Quantitative & Qualitative Analysis, Fall Protection & Rescue, Defensive Driving, Hazardous Materials & Chemicals Handling, Pollution Control, Environmental & Pollution Management, HSE Industrial Practices, Emergency Response & Crisis Management Operations, Waste Management, Job Safety Analysis (JSA), Confined Space Entry, Permit to Work (PTW) System, Working at Height, Behavioral Based Safety (BBS), Hazard identification and Risk Assessments (HIRA), HSE Risk Assessment & Management Concepts, HSE Management Policy & Standards, HSSE Emergency Response & Crisis Management Operations, Authorized Gas Testing, Confined Space Entry, First Aid & SCBA Management, Manual Handling, Permit-to-Work & Risk Assessment, Firefighting & Fire Safety, Crane & Lifting Operation, Forklift Maintenance, Mobile Elevated Work Platform (MEWP), Mobile & Gantry Crane, Banksman/Slinger, Scaffolding, Rigging & Slings, Overhead & Gantry Crane Safety, Lifting & Rigging, Machinery & Hydraulic Lifting Equipment, Rigging & Slings Operation, Scaffolding Inspection, Rigging Safety Rules, Machinery & Hydraulic Lifting Equipment and Excavation & Trenching.**

During his career life, Mr. Koch has gained his practical and field experience through his various significant positions and dedication as the **HSE Manager, QHSSE Manager, Head of Industrial Safety, Rig Safety Training Advisor, Commanding Officer, Acting Commanding Officer, Acting Chief Fire Officer, Station officer, Senior Instructor/Consultant** and **Medical Rescue-Assistant Instructor** from various international companies such as the **KCA Deutag Kuwait Operation, SAIPEM, Petrex, Weatherford Drilling International, Pride International, West Rand District Municipality** and **Westonaria Municipality**.

Mr. Koch has a **Diploma in Ambulance Emergency Assistant**. Further, he is a **Certified Instructor/Trainer** and holds a Higher Certificate in Fire Technology (**NFPA-Fire Officer I**), Incident Command and Confined Space Rescue, a member of Health Professional Council of South Africa, Sothern African Emergency Service Institute and Disaster Management Institute of South Africa and has delivered numerous trainings, courses, seminars and workshops internationally.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.



Course Fee

Dubai	US\$ 5,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Doha	US\$ 6,000 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	US\$ 5,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Abu Dhabi	US\$ 5,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	What is COO/OD <i>Basic COO/OD Concepts • Implementation of the COO/OD System • Relationship to Other Management System Frameworks</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Benefits of COO/OD <i>Objectives of COO/OD • Evolution of COO/OD Systems • Conduct of Operations & Operational Discipline</i>
1100 – 1230	Leadership's Role & Commitment <i>Achieving Greatness with COO/OD • Disciplined People • Disciplined Thought • Disciplined Action • Leadership's Role in Instituting COO/OD • Clearly • Define Expectations • Clearly Define Acceptable Limits</i>
1230 – 1245	<i>Break</i>
1245 – 1420	Leadership's Role & Commitment <i>Consistently Enforce Expectations • Monitor Performance Data • Verify Implementation Status and Progress • Sustain Performance • Consider the Impact of a Catastrophic Event • Implement COO/OD across a Global Workforce</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2

0730 – 0900	The Importance of Human Factors <i>Human Behavior Issues • What is a Human Error? • Common Misconceptions about Human Performance • Categories of Human Errors</i>
0900 – 0915	<i>Break</i>
0915 – 1100	The Importance of Human Factors (cont'd) <i>Human Error Initiators • How Does a COO/OD System Prevent & Mitigate • Human Errors?</i>



1100 – 1230	The Importance of Human Factors (cont'd) Relationship between COO/OD & Other Common Human Performance Tools • Behavior-Based Programs • Antecedent-Behavior-Consequence Programs
1230 – 1245	Break
1245 - 1420	The Importance of Human Factors (cont'd) Human Performance Technology Approach • Getting Everyone Involved in Human Factors • Human Factors Metrics
1420 - 1430	Recap
1430	Lunch & End of Day Two

Day 3

0730 – 0930	Key Attributes of Conduct of Operations COO Applied to Process Safety Management Systems • COO Foundations: Understand Risk Significance • Establish Standards that Support the Organization's Mission and Goals • Understand What can be Directly Controlled and What can Only be Influenced • Provide the Resources and Time Necessary to complete Tasks within Standards
0930 – 0945	Break
0945 – 1100	Key Attributes of Conduct of Operations (cont'd) Ensure Competency Across the Organization • Perform Critiques & Take Corrective Action • People: Clear Authority/Accountability • Communications, Logs and Records • Training, Skill Maintenance, and Individual Competence
1100 – 1230	Key Attributes of Conduct of Operations (cont'd) Compliance with Policies & Procedures • Safe & Productive Work Environments • Aids to Operation - the Visible Plant • Intolerance of Deviations • Task Verification
1230 – 1245	Break
1245 - 1330	Key Attributes of Conduct of Operations (cont'd) Supervision/Support • Assigning Qualified Workers • Access Control • Routines
1420 - 1430	Recap
1430	Lunch & End of Day Three

Day 4

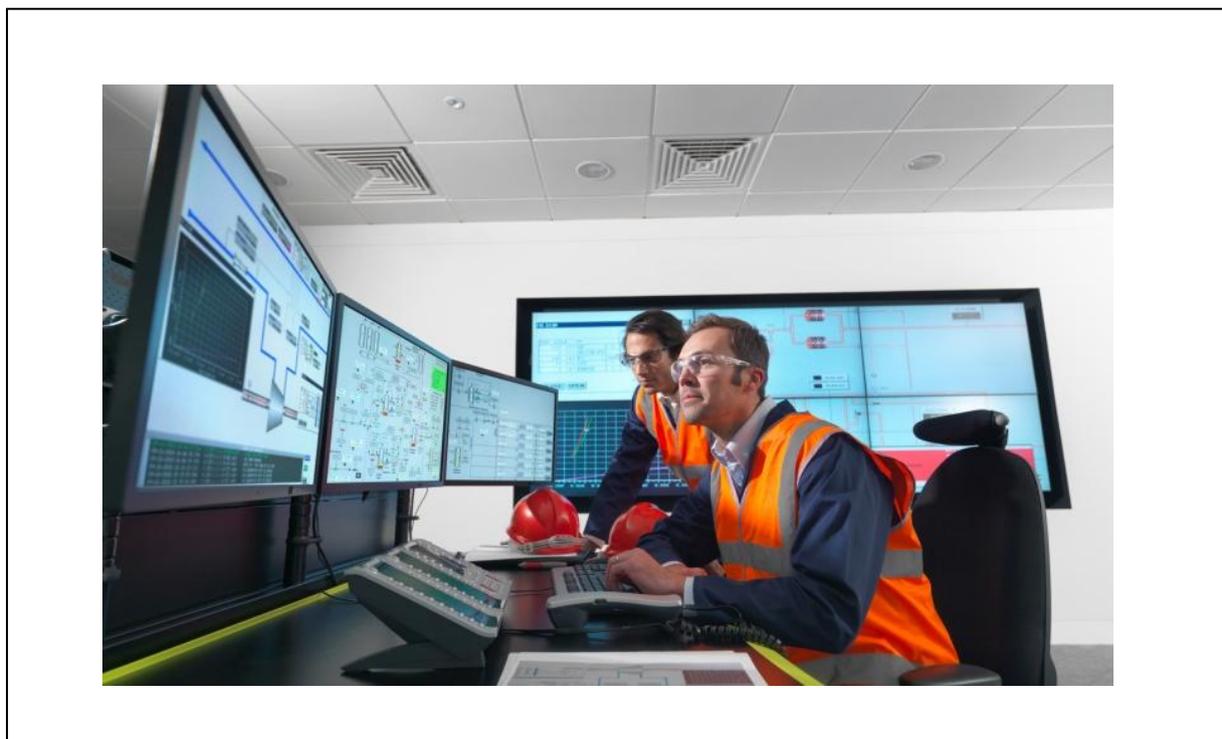
0730 – 0930	Conduct of Operations & Operational Discipline Process Management system • Worker Fatigue/Fitness for Duty • Process Capability • Safe Operating Limits • Limiting Conditions for Operation • Asset Ownership/Control of Equipment
0930 – 0945	Break
0945 – 1100	Conduct of Operations & Operational Discipline (cont'd) Equipment Monitoring • Condition Verification • Management of Subtle Changes • Control of Maintenance Work • Maintaining the Capacity of Safety Systems • Controlling Intentional Bypasses and Impairments Systems
1100 – 1230	Key Attributes of Operational Discipline Organizational Attributes • Leadership • Team Building and Employee involvement • Compliance with Procedures and Standards • Housekeeping
1230 – 1245	Break
1245 - 1330	Key Attributes of Operational Discipline (cont'd) Individual Attributes • Knowledge • Commitment • Awareness • Attention to Detail
S1420 - 1430	Recap
1430	Lunch & End of Day Three

Day 5

0730 – 0930	Implementing & Maintaining Effective COO/OD Systems <i>Develop a Plan • Set Consistent Performance Expectations • Focus on Management Leadership & Commitment • Focus on Long-Term Sustainability & Consistency • Set a Few Milestones and Push to Achieve Them • Implement the Plan</i>
0930 – 0945	Break
0945 – 1100	Implementing & Maintaining Effective COO/OD Systems <i>Start with the Benefits - What's in It for the Workers? • Communicate Performance Standards • Implement and Enforce Performance Standards • Adapt the Approach to Site-Specific Conditions • Monitor Progress</i>
1100 – 1200	Implementing & Maintaining Effective COO/OD Systems (cont'd) <i>Use of Metrics • Use of Audit Results • Use of Incident Investigations • Use of Other Tools • Adjust the Plan & Continuously Improve</i>
1200 – 1215	Break
1215 – 1345	Implementing & Maintaining Effective COO/OD Systems (cont'd) <i>Evaluate Current Status and Gaps • Common Implementation Problems • A Maturity Model for COO/OD (Current Status and How to Proceed) • Prioritizing Improvement Opportunities • Application to Different Roles</i>
1345 - 1400	Course Conclusion
1400 – 1415	POST TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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