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COURSE BROCHURE

Advanced Teamwork and Cooperation Course for Operations Teams

31 January – 11 February 2027
Kuala Lumpur

jupiterprime.uk

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

Advanced Teamwork and Cooperation Course for Operations Teams

Ref: 377_13336 **Date:** 31 January – 11 February 2027 **Location:** Kuala Lumpur **Fees:** 8500 GBP

Teamwork and Cooperation for operations teams is the focus of this 2-week advanced training course for supervisors, shift leaders and production team managers, who build a Crew Cooperation Charter for their own area. Plants, terminals and service centres now run leaner crews across more shifts, so friction between roles costs output, quality and safety. Jupiter Prime Training presents this course on teamwork and cooperation for operations leaders.

Why Teamwork and Cooperation Matters Now

Three forces shape crew cooperation today: automation that moves operators into monitoring and exception roles, a mixed workforce of permanent staff and contractors, and leaner staffing that removes the slack crews once used to absorb poor coordination. An operation that handles cooperation well sees cleaner handovers, faster fault response and fewer repeated errors; one that handles it badly sees blame between shifts, silent near misses and lost hours at every change of crew. The course rests on Tuckman's model of group development, the Team Effectiveness Model and the practice of Crew Resource Management CRM borrowed from aviation and process industries.

Who Gains Most from Teamwork and Cooperation

- Leaders responsible for a shift crew's output, safety and morale across a rotating roster
- Supervisors who coordinate production, maintenance and quality staff on the same line
- Team managers accountable for onboarding contractors and new operators into established crews
- Area leaders who resolve disputes between departments over priorities and resources
- Operations coordinators who run daily meetings, handovers and performance boards

A group of supervisors from the same site who share crews or interfaces gains most, because they can agree one charter and one handover standard together.

Teamwork and Cooperation Capabilities

Participants leave able to read a crew's dynamics, set clear roles at every interface and keep cooperation steady when shifts, staff and priorities change.

- Diagnose a crew's stage of development and its friction points — informing where a leader intervenes first
- Design a responsibility matrix for shared equipment and tasks — serving production and maintenance heads
- Facilitate conflict conversations using interest-based methods — protecting working relationships across shifts
- Build a structured shift handover routine — serving incoming crews and safety officers
- Apply peer accountability agreements to recurring lapses — supporting supervisors and union representatives

- Measure crew cooperation with balanced indicators — informing plant management reviews

Key Teamwork and Cooperation Terms

- Team Charter — a short agreed document stating a crew's purpose, roles, working rules and how decisions are made.
- Psychological Safety — a shared belief that people can raise concerns, admit errors or ask questions without punishment or ridicule.
- RACI Matrix — a grid that assigns who is Responsible, Accountable, Consulted and Informed for each task or decision.
- Crew Resource Management — a set of practices for communication, workload sharing and decision-making in crews running critical operations.
- Shift Handover — the structured transfer of plant status, open issues and risks from an outgoing crew to an incoming one.
- Peer Accountability — the practice of crew members holding one another to agreed standards without waiting for a supervisor.

Teamwork and Cooperation Day by Day

Day 1: Crews in Modern Operations

- Operations Crew Structures — Choosing Between Fixed and Rotating Teams
- Automation and Role Shifts — Redefining Operator and Technician Duties
- Contractor and Permanent Staff Mix — Integrating Crews With Different Loyalties
- Cost of Poor Cooperation — Linking Friction to Output and Safety Losses
- Crew Cooperation Baseline Survey — Selecting Where to Start Improvement

Day 2: Group Development and Dynamics

- Tuckman Stages of Group Development — Timing Leader Interventions
- Team Effectiveness Model — Locating Gaps in Context, Process and Relationships
- Belbin Team Roles — Balancing Strengths Within a Shift Crew
- Informal Leaders and Cliques — Channelling Influence Toward Crew Goals
- Crew Dynamics Observation Sheet — Recording Patterns Before Acting

Day 3: Roles and Interfaces

- Team Charter Drafting — Agreeing Purpose, Rules and Decision Methods
- RACI Matrix for Shared Equipment — Ending Disputes Over Ownership
- Production and Maintenance Interface — Setting Joint Priorities for Breakdowns
- Quality and Production Interface — Resolving Holds and Rework Calls
- Escalation Ladder Design — Deciding Which Issues Leave the Crew

Day 4: Trust and Psychological Safety

- Psychological Safety Indicators — Spotting Silence and Hidden Errors
- Just Culture Principles — Separating Honest Mistakes From Reckless Acts
- Near-Miss Reporting Habits — Encouraging Crews to Speak Early
- Leader Inclusiveness Behaviours — Inviting Input From Quiet Members
- Trust Repair After Incidents — Rebuilding Confidence Within a Crew

Day 5: Communication on the Floor

- Closed-Loop Communication — Confirming Critical Instructions Are Received
- Crew Resource Management Practices — Sharing Workload Under Pressure
- Tiered Daily Meetings — Escalating Problems Within the Shift
- Visual Performance Boards — Keeping Status Visible to Every Crew
- Radio and Log Discipline — Reducing Ambiguity in Control Rooms

Day 6: Conflict and Negotiation

- Thomas-Kilmann Conflict Modes — Choosing a Response to Each Dispute
- Interest-Based Problem Solving — Moving Crews Beyond Positions
- Inter-Shift Blame Patterns — Breaking Cycles Between Crews
- Mediation Between Departments — Settling Resource and Priority Clashes
- Difficult Conversation Planning — Preparing Supervisors for Hard Talks

Day 7: Shift Handover and Continuity

- Structured Handover Templates — Transferring Status, Risks and Open Work
- Face-to-Face Handover Routines — Deciding What Cannot Be Left in Logs
- Permit and Isolation Status Transfer — Protecting Maintenance Crews
- Cross-Shift Problem Ownership — Preventing Issues Falling Between Crews
- Handover Quality Audits — Checking Routines Hold Under Pressure

Day 8: Accountability and Recognition

- Peer Accountability Agreements — Addressing Lapses Within the Crew
- Behavioural Standards for Crews — Defining Observable Expectations
- Feedback Models for Supervisors — Delivering Timely Corrective Feedback
- Recognition Systems for Teams — Rewarding Shared Rather Than Individual Wins
- Performance Conversations — Linking Individual Conduct to Crew Outcomes

Day 9: Measuring Crew Performance

- Balanced Crew Indicators — Combining Output, Quality, Safety and Morale
- Team Health Checks — Tracking Cooperation Trends Across Shifts
- Overall Equipment Effectiveness by Crew — Comparing Shifts Fairly
- Cross-Functional Problem-Solving Records — Measuring Joint Resolution
- Retention and Absence Signals — Detecting Early Crew Strain

Day 10: Practising the Crew Cooperation Charter

- Crew Diagnosis Case — Applying Development Models to a Live Scenario
- Interface Simulation — Using RACI and Escalation Under Pressure
- Handover Role Play — Testing Templates and Closed-Loop Checks
- Conflict Clinic — Rehearsing Interest-Based Resolution With Peers
- Crew Cooperation Charter — Completing and Presenting the Site Version

Applying Teamwork and Cooperation After the Course

- Run a team charter session with one shift crew and agree its RACI for shared equipment within four weeks.
- Introduce the structured handover template on one unit and audit five handovers against it.

Teamwork and Cooperation Questions FAQ

What is teamwork and cooperation for operations teams and why does it matter now?

It is the set of methods that lets shift crews, maintenance and quality staff work as one unit. It matters now because leaner, more automated and more mixed crews leave little room for poor handovers, unclear roles or unresolved conflict between shifts.

Which roles gain most from teamwork and cooperation training for operations teams?

Shift leaders, supervisors and production team managers gain most. These roles run handovers, settle disputes between departments and answer for crew output, so they apply charters, RACI grids and accountability agreements directly in their next shift.

How does teamwork and cooperation for operations teams differ from a general leadership course?

It focuses on crews rather than individual leaders. A general leadership course covers personal style and strategy, while this subject works on interfaces, handovers, crew dynamics and shared measures in round-the-clock operations such as plants, terminals and utilities.

What do you bring back from teamwork and cooperation training for operations teams?

You bring back a Crew Cooperation Charter for your area. It sets roles, interfaces, handover routines, escalation steps and crew measures that you can introduce with your own shift and review with peers on neighbouring crews.

Teamwork and Cooperation: The Way Forward

The Crew Cooperation Charter first informs how a shift crew divides work at its busiest interfaces. Supervisors, shift leaders and area managers use it to brief new members, settle ownership questions and run handovers. After its first month of use, it is worth revisiting how psychological safety and peer accountability have moved, since these change slowly and shape every other part of the charter.