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COURSE BROCHURE

Maintenance Craft Skills Matrix and Supervisor Coaching Training Course

10 – 14 May 2027
Milan

jupiterprime.uk

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

Maintenance Craft Skills Matrix and Supervisor Coaching Training Course

Ref: 1421_53022 **Date:** 10 – 14 May 2027 **Location:** Milan **Fees:** 7200 GBP

Maintenance Craft Skills Matrix and Supervisor Coaching is a 1-week training course for maintenance, operations and production supervisors, built around a crew capability plan that maps every technician against the tasks their equipment demands and sets a coaching route for each gap. Plants lose experienced craftspeople faster than they can replace them, so supervisors now carry the job of growing competence on shift. Jupiter Prime Training delivers this maintenance craft skills matrix and supervisor coaching course.

Why Maintenance Craft Skills Matrix and Supervisor Coaching Matters Now

Three forces shape front-line supervision today. Retirements remove mechanical, electrical and instrument know-how that was never written down. New equipment brings condition monitoring, digital work orders and variable speed drives that older crews have not used. Insurers and auditors also ask for proof that people who isolate, lift or test equipment are competent. A supervisor who maps skills and coaches deliberately keeps rework, repeat failures and incidents down; one who relies on whoever is available builds hidden risk. The course draws on ISO 55001 for asset management and EN 13306 for maintenance terminology.

Who Gains Most from Maintenance Craft Skills Matrix and Supervisor Coaching

- Supervisors who allocate maintenance jobs to mechanical, electrical and instrument crafts
- Shift leaders who run operating crews and approve permits to work
- Production supervisors who assign line operators to machines and changeovers
- Lead technicians who mentor apprentices and new hires on the job
- Planners who need to know which crew can safely perform each task

A refinery, utility or food plant gains most when its maintenance and operations supervisors attend together and agree one competence language.

Maintenance Craft Skills Matrix and Supervisor Coaching Capabilities

Participants move from assigning work by habit to assigning it by evidence of who can do each task safely and well.

- Design a craft skills matrix linked to equipment task lists — job allocation decisions
- Assess technician proficiency with observed task demonstrations — sign-off for critical work
- Apply a coaching conversation model on the plant floor — individual development
- Weigh delegation choices against risk and skill level — shift and outage planning
- Communicate performance feedback that improves work quality — crew morale and rework
- Build safety leadership routines into daily shift briefings — incident prevention

Key Maintenance Craft Skills Matrix and Supervisor Coaching Terms

- Craft skills matrix — a grid showing each technician against required tasks with a proficiency level for every cell.
- Proficiency level — a graded scale from aware to able to teach that describes how well a task is performed.
- Observed task demonstration — a supervised performance of a real job used to confirm competence before sign-off.
- Critical task — work where an error could cause serious harm, a trip or major equipment damage.
- Coaching conversation — a short, structured exchange that helps a technician find and fix a performance gap.
- Single point of failure — a task only one crew member can perform, leaving the plant exposed when they are absent.

Maintenance Craft Skills Matrix and Supervisor Coaching Day by Day

Day 1: The Supervisor's Role in Crew Competence

- Workforce Ageing and Knowledge Loss — Succession Risks on Shift
- Competency Framework Structure — Knowledge, Skill and Behaviour Elements
- Equipment Task Inventories — Tasks the Plant Actually Needs
- Critical Task Identification — Where Competence Must Be Proven
- Supervisor Accountability Under ISO 55001 — People as Asset Enablers

Day 2: Building the Skills Matrix

- Proficiency Scales and Descriptors — Consistent Ratings Across Crafts
- Matrix Layout by Craft and Area — Visual Gap Spotting
- Observed Task Demonstrations — Evidence for Sign-Off
- Single Point of Failure Analysis — Cross-Training Priorities
- Matrix Upkeep and Review Cycles — Keeping Ratings Current

Day 3: Coaching and Performance Conversations

- GROW Coaching Model on the Plant Floor — Technician Self-Correction
- Feedback Framing for Work Quality — Rework and Repeat Failures
- On-the-Job Instruction Steps — Apprentice and New Hire Training
- Difficult Conversations on Standards — Discipline Versus Development
- Motivation Drivers for Shift Crews — Recognition and Ownership

Day 4: Delegation, Planning and Safety Leadership

- Delegation Ladder by Risk and Skill — Who Leads Which Job
- Daily Work Allocation Using the Matrix — Planner and Supervisor Alignment
- Shift Briefing and Handover Routines — Hazard Awareness and Continuity
- Safety Leadership Walks — Visible Standards and Early Intervention
- Human Error Precursors — Task Design and Supervision Fixes

Day 5: Practising the Crew Capability Plan

- Skills Matrix Build for a Sample Crew — Applied Proficiency Ratings
- Coaching Role-Play Rounds — Applied Feedback and GROW Steps
- Delegation Scenario Exercise — Applied Risk and Skill Matching
- Development Route Selection — Training, Shadowing or Rotation
- Crew Capability Plan — Gaps, Owners and Coaching Routes

Applying Maintenance Craft Skills Matrix and Supervisor Coaching After the Course

- Draft a craft skills matrix for one area, rate each technician with the crew and flag every single point of failure.
- Hold a GROW coaching conversation with two technicians whose work quality shows repeat errors and record agreed actions.

Maintenance Craft Skills Matrix and Supervisor Coaching Questions FAQ

What is maintenance craft skills matrix and supervisor coaching and why does it matter now?

It is the practice of mapping technician skills against plant tasks and coaching crews to close gaps. Retirements and new equipment make deliberate competence building a daily supervisory duty.

Which roles gain most from maintenance craft skills matrix and supervisor coaching?

Maintenance, operations and production supervisors gain most, along with lead technicians who mentor new hires and planners who allocate work.

How does maintenance craft skills matrix and supervisor coaching differ from a general supervisory skills course?

It ties leadership to the technical tasks of a plant. A general supervisory course covers communication and motivation broadly, while this one rates craft proficiency and links coaching to equipment work.

What do you bring back from maintenance craft skills matrix and supervisor coaching?

You bring back a rated skills grid for your crew, a list of single points of failure and a coaching route for each priority gap.

Maintenance Craft Skills Matrix and Supervisor Coaching: The Way Forward

The crew capability plan first informs who may lead critical jobs on the next shift or outage. Supervisors use it to allocate work, planners to staff jobs and training coordinators to book development. After one quarter, revisit the proficiency descriptors, since ratings drift when several supervisors score crews without calibrating together.