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COURSE BROCHURE

Supervisory Team Conflict and Floor Problem-Solving Training Course

4 – 8 October 2027
Vienna

Supervisory Team Conflict and Floor Problem-Solving Training Course

Ref: 1940_71392 **Date:** 4 – 8 October 2027 **Location:** Vienna **Fees:** 5900 GBP

Supervisory Team Conflict and Floor Problem-Solving is a 1-week training course for supervisors of frontline crews who settle friction between operators and clear recurring faults, built around a Floor Issue and Conflict Log. Unresolved disputes and repeat breakdowns now cost organisations output, safety margin and good people. Jupiter Prime Training delivers this course in supervisory team conflict and floor problem-solving.

Why Supervisory Team Conflict and Floor Problem-Solving Matters Now

Three pressures now meet at the supervisor's desk. Leaner crews with mixed contracts and languages rub against each other more often. Clients expect fewer defects, so a weekly repeat fault is no longer tolerated, and senior leaders want problems solved where they occur. Sections that handle friction early keep experienced operators; others live with blame and firefighting. The course draws on the Plan-Do-Check-Act PDCA cycle, the five conflict-handling modes and root cause methods such as the 5 Whys.

Who Gains Most from Supervisory Team Conflict and Floor Problem-Solving

- Those who allocate tasks, machines and overtime across a production or service crew
- Those who settle disagreements between operators, drivers or agents during a shift
- Those who chase recurring stoppages, rework or customer complaints at line level
- Those who run pre-shift safety talks and pass work between crews
- Those who track daily output and attendance for a small unit

Plant sections, warehouses and contact floors that send several crew leaders together gain a shared language for disputes and faults.

Supervisory Team Conflict and Floor Problem-Solving Capabilities

A quarrel and a breakdown get the same discipline: facts, causes, actions, checks.

- Diagnose the source of a crew dispute using interests rather than positions — the operators involved
- Choose a conflict-handling mode that fits the stakes and relationship — the section head
- Apply the 5 Whys and a fishbone diagram to a recurring fault — maintenance and quality colleagues
- Design a fair allocation of tasks, machines and overtime — the whole crew
- Run a toolbox talk that surfaces hazards and friction early — the safety adviser
- Track a short set of floor measures that show whether fixes held — the operations manager

Key Supervisory Team Conflict and Floor Problem-Solving Terms

- Interest-based resolution — settling a dispute by uncovering what each side needs, not their opening positions.
- Conflict mode — one of five styles, from competing to collaborating, used to handle disagreement depending on stakes and relationship.
- Root cause — the underlying condition that, once removed, stops a fault from returning.
- Fishbone diagram — a cause-and-effect chart grouping possible causes of a problem under headings such as method and machine.
- Toolbox talk — a short, informal briefing at the work area on a specific hazard, change or recent incident.
- Containment action — a temporary step that protects customers or colleagues until the cause is removed.

Supervisory Team Conflict and Floor Problem-Solving Day by Day

Day 1: Reading Friction and Faults on the Floor

- Floor Walk Observation Sheet — Spotting Early Signs of Tension and Waste
- Conflict Escalation Ladder — Judging When a Disagreement Needs Intervention
- Problem Statement Framing — Separating Facts From Opinions and Blame
- Crew Routine Audit — Checking Start-Up, Breaks and Close-Down Habits
- Shift Handover Gap Check — Finding Where Information Drops Between Crews

Day 2: Handling Disputes Within the Crew

- Five Conflict-Handling Modes — Selecting a Style for Each Dispute
- Interest Mapping Grid — Uncovering Needs Behind Stated Positions
- Mediated Crew Conversation — Guiding Two Operators Towards an Agreement
- Fair Allocation Matrix — Distributing Tasks, Machines and Overtime Openly
- Crew Ground Rules Charter — Agreeing Behaviours Everyone Can Hold

Day 3: Finding Root Causes of Recurring Faults

- 5 Whys Analysis — Tracing a Stoppage Past Its First Symptom
- Fishbone Diagram — Grouping Causes Under Method, Machine and People
- Pareto Chart — Choosing Which Faults Deserve Attention First
- Containment Versus Permanent Fix — Protecting Output While Causes Are Removed
- PDCA Cycle — Testing a Countermeasure on One Shift Before Rollout

Day 4: Routines That Prevent Repeat Problems

- Toolbox Talk Format — Raising Hazards and Friction in Ten Minutes
- Daily Floor Tracker — Recording Output, Defects and Attendance Simply
- Standard Work Sheet — Fixing the Agreed Method After a Countermeasure
- Escalation Route Card — Deciding When Maintenance or Human Resources Step In
- Follow-Up Check Schedule — Confirming Agreements and Fixes Still Hold

Day 5: Practising the Floor Issue and Conflict Log

- Dispute Role-Play Rounds — Applying Conflict Modes and Interest Mapping
- Breakdown Case Clinic — Running 5 Whys and Fishbone on Real Faults
- Toolbox Talk Rehearsal — Delivering a Briefing Under Peer Observation
- Tracker Review Exercise — Reading a Week of Floor Measures
- Floor Issue and Conflict Log — Recording Open Issues, Causes and Owners

Applying Supervisory Team Conflict and Floor Problem-Solving After the Course

- Run a 5 Whys and fishbone session on the most frequent stoppage, then test one countermeasure through a PDCA cycle.
- Agree a crew ground rules charter and revisit the fair allocation matrix after two weeks.

Supervisory Team Conflict and Floor Problem-Solving Questions FAQ

What is supervisory team conflict and floor problem-solving, and why does it matter now?

It is the supervisor's discipline of settling crew disputes and removing the causes of recurring faults at the point of work. It matters now because leaner crews and lower tolerance for repeat defects leave little room for firefighting.

Which roles gain most from supervisory team conflict and floor problem-solving training?

Crew leaders, line supervisors and floor coordinators gain most. Examples come from manufacturing lines and customer contact floors.

How does a supervisory team conflict and floor problem-solving course differ from a general supervisory skills course?

It concentrates on two daily problems, people disputes and recurring faults, and gives a method for each. A general supervisory skills course spreads time across delegation, motivation and planning.

What do you bring back from supervisory team conflict and floor problem-solving training?

You bring back a working log of open disputes and faults with causes and owners, a toolbox talk format and a daily tracker.

Supervisory Team Conflict and Floor Problem-Solving: The Way Forward

The Floor Issue and Conflict Log first informs which dispute or fault the supervisor tackles this week and who owns each action. Crew leaders keep it, and section heads read it during weekly reviews. After its first month, the measures used to judge whether a fix held deserve a second look.