

Workplace Communication Skills

Track B — A Closer Look, Tailored to Your Team

Thank you for your interest in this track. Here's a detailed, module-by-module look at what your team will actually cover, so you know precisely what you're getting before you choose a format.

Track B is a seven-module curriculum that builds outward from a single conversation to an entire negotiation: it starts with listening and assertiveness, extends into feedback and conflict, then into the channels, cultures, and generations your team actually communicates across, and ends with the skills to negotiate and influence with integrity. Every module is grounded in named, peer-reviewed research or established professional frameworks, not generic communication tips, and every module includes hands-on worksheets your team completes and keeps.

Tier Overview

Available in-person (in Amman), virtual, or hybrid — delivery is tailored to your organization's needs.

Tier	Duration	Group Size	Best For
Single Session	2 hours	12-15	Any one module below, delivered as a focused, low-commitment introduction.
Short Track	2 days	12-15	All seven modules of Track B, condensed and application-focused for busy teams.
Full Program	2 weeks	12-15	Track B combined with Track A — the complete program, paced to make the learning stick.
Manager Add-on	2 months	12-15	An ongoing coaching cadence for managers and HR after the core program.

LAUNCHING SOON

Inside the Curriculum

Short Track and Full Program both deliver every module below in full, with all worksheets and role-play practice. Full Program allows more time for discussion and the closing follow-up touchpoint. Single Session lets you choose any one module as a standalone 2-hour introduction.

- 8

Active Listening, Empathy & Supportive Communication

The real difference between empathy and sympathy, an eight-step sequence for listening with genuine understanding, five distinct types of listening responses and when to use each, and a practical checklist and five diagnostic questions for spotting your own communication blind spots before they cause a breakdown.

Grounded in: Brené Brown's research on empathy and vulnerability.

4 worksheets
- 9

Assertive Communication & Healthy Boundaries

The real difference between assertive, passive, and aggressive communication, a four-part "I" statement structure for saying hard things clearly, assertive body language, the four communication styles and how to work with each, and eight techniques for holding your ground under pressure without becoming aggressive.

Grounded in: Manuel J. Smith's classic *When I Say No, I Feel Guilty* (1975).

3 worksheets
- 10

Giving & Receiving Feedback

A structured, non-judgmental model for feedback that's specific instead of vague, why the popular "feedback sandwich" actually backfires according to controlled research, and practical skills for receiving feedback without becoming defensive.

Grounded in: the Center for Creative Leadership's SBI/SBI-I model, Von Bergen, Bressler & Campbell (2014), Ovcari & Durinik (2020), and Carol Dweck's growth-mindset research.

3 worksheets
- 11

Navigating Difficult Conversations & Conflict

What actually makes a conversation "crucial," five distinct conflict-handling styles and which one your team defaults to, the false choice between honesty and kindness that derails most hard conversations, a practical way to open a sensitive topic without triggering defensiveness, and how psychologically safe teams build norms for disagreement, escalation, and dissent.

Grounded in: Patterson, Grenny, McMillan & Switzler's *Crucial Conversations*, Thomas & Kilmann's *Conflict Mode Instrument* (1974), and Amy Edmondson's research on psychological safety (Harvard).

4 worksheets
- 12

Written & Remote Communication

Why tone is so reliably misjudged in writing, how to choose the right channel for the message, concrete habits for writing that lands clearly, the real causes of video-call fatigue, and how to keep hybrid meetings fair to everyone in the room and on the screen.

Grounded in: Kruger, Epley, Parker & Ng (2005, *Journal of Personality and Social Psychology*) and Jeremy Bailenson's *Zoom-fatigue* research (2021, Stanford).

3 worksheets

13 Communicating Across Differences

Why we assume our own communication style is simply "normal," the real difference between high- and low-context cultures, how directness in feedback and disagreement genuinely varies by culture, and a more accurate, more useful lens than generational stereotypes: communication needs shift by career stage, not birth year.

Grounded in: Edward T. Hall's *Beyond Culture* (1976) and Erin Meyer's *The Culture Map* (2014, INSEAD).

4 worksheets

14 Communicating with Influence

The shift from negotiating over fixed positions to negotiating over real interests, keeping people and problems separate, knowing your walk-away point before any negotiation begins, and how to build genuine buy-in for an idea — with an explicit, practiced line between ethical influence and manipulation.

Grounded in: Fisher, Ury & Patton's *Getting to Yes* (Harvard Negotiation Project) and Robert Cialdini's *Influence* (1984).

4 worksheets

How We Deliver This Program

Notes on how we structure delivery to make the learning stick:

- Listening skills are built before assertiveness training, so participants practice really hearing others before learning to advocate for themselves.
- Role-play groups are capped at 3–4 people, so every participant gets real speaking time.
- Where possible, we gather real, anonymized scenarios from your team's workplace in advance.
- A brief follow-up touchpoint, 2–3 weeks after the program, helps make the learning stick.
- Each participant keeps a short, focused reflection log, tied to a personal communication development plan.

We're happy to tailor this further to your organization — the module mix, format, and duration can all be adjusted to fit your team precisely. Pricing is \$14 per participant across all tiers, with final quotes tailored to group size, format, and delivery timeline.

Reach out to schedule a short call or request a custom quote — we look forward to working with your team.

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