

Intra-Team Communication Workshop

Outline & Facilitator Agenda

Where Teams Listen, Learn, and Lead Together.

Workshop Overview

This workshop equips leaders at all levels with the communication methodology, skills, and frameworks to build stronger, more cohesive teams from the inside out. Participants learn to identify and resolve communication breakdowns, develop shared communication norms, and create the kind of internal clarity that drives performance and reduces conflict.

Target Audience	Frontline supervisors, team leads, mid-level managers, and cross-functional teams
Duration	1 Day (6–8 hrs) or 2 Days (12–16 hrs) + Optional Day 3: Observation & Coaching
Delivery	In-person or virtual (Day 3 observation is in-person only)
Class Size	Up to 25 participants per session

DAY 1 — FOUNDATIONS OF INTRA-TEAM COMMUNICATION

Standalone for single-day clients | Day 1 of 2 for extended format

Session / Module	Duration
Module 1: The Communication Breakdown Diagnosis	<i>60 min</i>
Module 2: Communication Styles & Team Dynamics	<i>75 min</i>
Module 3: Active Listening as a Team Practice	<i>75 min</i>
<i>Lunch Break</i>	<i>45–60 min</i>
Module 4: Feedback Within the Team	<i>60 min</i>
Module 5: Managing Communication Breakdowns	<i>60 min</i>
Module 6: Day 1 Action Planning & Close	<i>30 min</i>

Module 1: The Communication Breakdown Diagnosis

- Why most team communication fails — and what it actually costs
- The hidden breakdowns: what leaders think is happening vs. what teams experience
- Communication audit: where does your team struggle most?
- The leader’s role in setting the communication climate
- Opening discussion: share a breakdown and what it cost

Module 2: Communication Styles & Team Dynamics

- Understanding the primary communication styles and how they show up on teams
- How style differences create friction — and how to turn them into strengths
- Adapting your communication approach to your audience within the team
- Style assessment: identifying your own default style
- Small group exercise: working across style differences

Module 3: Active Listening as a Team Practice

- The difference between hearing and genuinely listening
- Listening behaviors that build trust and open communication
- Barriers to listening within teams: distraction, hierarchy, and assumption
- Leader modeling: how leaders set the listening standard for the whole team
- Skill practice: structured active listening exercise

Module 4: Feedback Within the Team

- Building a feedback culture where honesty is safe
- Peer-to-peer feedback: how to give it, how to receive it, how to normalize it
- The feedback conversation framework: specific, timely, behavior-focused
- Distinguishing feedback from criticism — and helping your team do the same
- Skill practice: feedback conversation role play

Module 5: Managing Communication Breakdowns

- Identifying breakdown patterns early before they become conflict
- De-escalation techniques for team communication conflict
- The leader's role in restoring communication after a breakdown
- Getting the team back on track without assigning blame
- Case study discussion: real-world team breakdown scenarios

Module 6: Day 1 Action Planning & Close

- Individual reflection: one communication habit I will change this week
 - Team commitment: one norm our team will adopt starting now
 - Commitment cards
 - Preview of Day 2 (if applicable) / Certificate and close (if single-day)
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DAY 2 — BUILDING A HIGH-COMMUNICATION CULTURE
2-Day format only

Session / Module	Duration
Module 7: Running High-Impact Team Meetings	60 min
Module 8: Written Communication Within the Team	60 min
<i>Break</i>	15 min
Module 9: Difficult Conversations Within the Team	75 min
<i>Lunch Break</i>	45–60 min
Module 10: Communication Across Differences	75 min
Module 11: Building Team Communication Norms & Agreements	75 min
Module 12: Workshop Close	45 min

Module 7: Running High-Impact Team Meetings

- Why most meetings drain energy instead of building it
- The anatomy of a well-run meeting: purpose, structure, and follow-through
- Making every voice heard — drawing out the quiet contributors
- Staying on track without shutting down discussion
- Practical exercise: redesign a standing meeting using workshop principles

Module 8: Written Communication Within the Team

- When to write, when to talk, and why it matters
- Clarity and brevity in team messaging: email, chat, and documentation
- Written communication norms that reduce miscommunication and friction
- How tone is lost in text — and how to compensate
- Group exercise: rewriting a real message for clarity

Module 9: Difficult Conversations Within the Team

- Peer-to-peer difficult conversations: what makes them hard and how to approach them
- Leader-to-team difficult conversations: delivering hard truths without damaging the relationship
- The preparation framework: know your purpose before you open your mouth
- Maintaining the relationship through disagreement
- Role play: scenario-based difficult conversation practice with feedback

Module 10: Communication Across Differences

- Generational communication differences and how to bridge them
- Remote and hybrid team communication: maintaining connection across distance
- Cross-functional communication: working with teams that speak a different language
- Cultural and individual communication differences on diverse teams
- Group discussion: where does your team experience the biggest communication gaps?

Module 11: Building Team Communication Norms & Agreements

- What team communication norms are and why they matter
- Creating a team communication charter: shared expectations everyone owns
- The leader's role in modeling and enforcing the norms
- Making norms stick: accountability without policing
- Workshop activity: draft your team's communication charter

Module 12: Workshop Close

- Key takeaways and synthesis
 - Certificate of Completion presentation
 - Coaching call scheduling (4 per attendee, redeemable within 6 months)
 - 25% discount on all RTS products and programs
 - Preview of Optional Day 3: Observation & Coaching (if applicable)
 - Q&A and final reflections
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OPTIONAL DAY 3 — OBSERVATION & COACHING
Add-on to 1-day or 2-day format • In-person only • Facilitator goes to the client

Day 3 is a premium add-on that takes the workshop out of the classroom and into the real world. The RTS facilitator travels to the client’s location, observes participants in their actual work environment, and provides personalized, evidence-based coaching grounded in what they see. This is where theory becomes practice — in real time, in the real workplace, with real feedback.

Session / Module	Duration
Pre-Observation Brief	30 min
Workplace Observation — Team meetings, huddles, and interactions	3–4 hours
Break	15 min
Individual Coaching Debrief Sessions	90–120 min
Group Synthesis & Final Commitments	60 min

Pre-Observation Brief

- Review of Day 1–2 commitments and focus areas
- Setting observation parameters: what the facilitator will be watching for
- Participant preparation: how to behave naturally and get the most from the observation
- Logistics: schedule, locations, and consent

Workplace Observation

- **Non-disruptive presence — the facilitator observes, does not participate**
- Facilitator attends live team meetings, morning huddles, shift handovers, and other real interactions
- Observation focus: communication styles in action, active listening, feedback delivery, breakdown patterns, and leader modeling
- Real-time notes tied directly to workshop content and individual commitments

Individual Coaching Debrief Sessions

- One-on-one sessions with each participant (or small groups, based on group size)
- Specific, evidence-based feedback: “I observed... here’s what I noticed... here’s what it created”
- Strengths reinforced, growth areas addressed with actionable guidance
- Adjusted personal action plans, and agenda items for coaching sessions (4) identified based on real-world performance
- Connection back to workshop framework: tying observations to specific modules

Group Synthesis & Final Commitments

- Anonymized group-level debrief: themes, patterns, and strengths observed across the team
- Team-level communication insights the group may not see from inside
- Final team commitment: one thing we will do differently as a team, starting tomorrow
- Leader commitment: one behavior the leader commits to sustaining and modeling
- Close and follow-up plan

Notes

This outline is a baseline and is designed to be adapted. Clients are encouraged to work with their RTS facilitator before delivery to prioritize modules for their audience, adjust timing based on group size, and incorporate real team scenarios or known communication challenges.

- Day 1 is a complete, standalone experience. Single-day clients leave with the framework, key skills, and a team commitment.
- Day 2 builds significantly on Day 1 and requires it as a foundation.
- Day 3 is in-person only and requires advance scheduling. The facilitator needs a full schedule of the team's activities for the observation period. Coordinate with the client at least two weeks before Day 3.
- For larger organizations, Day 3 can be structured as a multi-day observation across departments. Contact RTS to discuss custom pricing for extended observation engagements.
- All Rising Tide Solutions workshops follow this same adaptive framework. Contact your RTS facilitator to discuss combining this workshop with others in the catalog.

“A Rising Tide lifts all boats.”