



Terms of Reference

General Information

Project	:	Skills4Work- “Improving Resilience of refugee and Host Population in Jordan through Development of Livelihood Skills and Opportunities”
Activity Title	:	Empowering Teams Program
ToR Number (Please refer to it when applying)	:	S4W-MSME-TOR-016-B
Location	:	Amman - Jordan
Date of Announcemen	:	January 12, 2026

Leaders International

Leaders International is a forward-thinking economic development organisation that brings together governments, community groups and private sector partners to work on various projects across the Middle East and Africa.

With offices In Belgium, Jordan, Palestine and Tunisia, we create partnerships that bridge the gap between east and west in order to create new opportunities and resources, and accelerate the growth of underdeveloped and developing economies. Our focus areas include MSME Development, Entrepreneurship & Innovation, Digital Transformation, Livelihoods & Employability, Green Growth, and Alternative & Sustainable Tourism.

Project Background

Skills4Work II is a transformative 3-year project dedicated to localizing demand-driven skills development for the empowerment of both refugees and Jordanian host communities. With a primary focus on enhancing employability, the project aims to bolster the capacities of Small and Medium-sized Enterprises (SMEs) to create sustainable job opportunities. Through targeted skills development, support for SMEs, and gender-inclusive strategies, Skills4Work II seeks to address the pressing issue of unemployment in Jordan, particularly within the private sector. By actively engaging with vocational training centers, sector skills councils, and community-based organizations, the project adopts a human rights-based approach and integrates environmental considerations to ensure long-term impact and the creation of sustainable livelihoods for beneficiaries. Skills4Work II envisions a future where local solutions lead to increased economic resilience and empowerment for refugees and host communities in Jordan.

This project is implemented by Leaders International for Economic Development (LI) and funded by the Regional Development and Protection Programme for Jordan and Lebanon (RDPP III) under the Embassy of Denmark in Beirut.

Objective

Leaders International for Economic Development seeks to procure the Empowering Teams Program on behalf of a supported enterprise under the project, aimed at strengthening a productive, resilient, and emotionally intelligent workplace through tailored training for both leaders and team members.

Scope of Work

The Consultant shall be responsible for the design, preparation, and delivery of the Empowering Teams Program, a two-track training intervention targeting leaders and team members of the supported enterprise.

Track 1: Leadership Program

The Consultant shall deliver a leadership training program focused on strengthening leadership effectiveness and team performance. This shall include:

- Developing leaders' time and self-management skills.
- Building capacity to provide constructive feedback.
- Understanding generational differences and applying situational leadership approaches.
- Applying coaching, supporting, and delegation leadership styles.
- Introducing the "I, Y, W" leadership approach and the 5 C's of Leadership.
- Conducting effective coaching conversations using the T-GROW model.

Number Participants: 6

Track 2: Communication and Emotional Intelligence Program

The Consultant shall deliver a training program aimed at enhancing communication and emotional intelligence. This shall include:

- Strengthening verbal, nonverbal, and active listening skills.
- Identifying and overcoming communication barriers.
- Using effective questioning, appreciative inquiry, and "I" messages.
- Developing emotional intelligence competencies and applying them in the workplace.
- Building rapport and establishing common ground with others.

Number Participants: 14

Deliverables

- Comprehensive materials for both tracks (Leadership and Communication & Emotional Intelligence), including slides, exercises, and handouts.
- Sign-in sheet and Pictures of each training workshop.

- A confirmation letter from the enterprise that the training was conducted as agreed and all the objectives and requirements were met.
- Close-out report for the work done throughout the activity, highlighting the efforts done.
- Any documents, manuals, content, material, drafts, etc developed throughout the activity.

Duration of Work

The assignment shall be conducted over four (4) days in total:

- Two (2) days for the Leadership Program (Track 1) “for Leaders”.
- Two (2) days for the Communication & Emotional Intelligence Program (Track 2) “for team members”.

Qualifications Required

- 5+ years of relevant experience in the field.
- Strong experience in delivering the training(s) related to the topics above.
- Ability to match dynamic infrastructure for delivering the training, whether online and/or offline.
- Ability to deliver the training within the identified period of performance.
- Excellent communication skills in both Arabic and English.

Taxes and Other Terms

- The offer must **include VAT**.
- For individual consultants, applicable tax laws apply.
- A **valid company registration certificate** must be attached to the offer.
- Only invoices issued by the electronic invoicing system (**QR code invoices**) will be accepted from the awarded vendors.
- The offer must **remain valid for 90 days** from the ToR closing date.
- Inquiries or clarifications may be submitted within one week from the announcement date. After this period, no inquiries will be accepted.
- Mention the ToR reference number **S4W-MSME-TOR-016-B** in the email subject when submitting your offer or inquiries.
- Address the offer to: **Leaders International for Economic Development / Skills4Work**.
- Submit your technical and financial offer, along with your company profile or CV (for individual consultants), to jordanfstp@leadersinternational.org, by **January 26, 2026**, using **JOD currency**.