CIBFM
Centre For Islamic Banking, Finance And Management

اءوتوريتي مونيتاري بروني دارالسلام
AUTORITI MONETARI BRUNEI DARUSSALAM

Crucial Conversations®

Tools for Talking When Stakes Are High

28-29 January 2019

ILIA Building, UBD Campus, Jalan Tungku Link, Negara Brunei Darussalam

PROGRAMME OVERVIEW

Whenever you're not getting the results you're looking for, it's likely that a crucial conversation is keeping you stuck. Whether it is a problem with poor quality, slow response, lacklustre performance, declining customer satisfaction, or strained relationship-whatever the issue-if you cannot talk honestly with nearly anybody about almost anything, you can expect poor results.

Often, when facing critical conversations, people tend to capitulate towards silence or violence. The organization ends up paying the price of poor employee engagements, bad decisions, dismal results, low commitment, poor execution, follow-up and further strained relationship.

Crucial Conversations® teaches skills for creating alignment and agreement by fostering open dialogues around high-stakes, emotional, or risky topics – at all levels of your organization. By learning how to speak and be heard (and encouraging others to do the same), you'll surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

Over 2 million individuals globally have attended the Crucial Conversations course that has transformed organizations and changed the way millions communicate.

PROGRAMME OUTCOMES

Crucial Conversations® teaches participants to:

- **Speak persuasively, not abrasively** – effectively talk about high-stakes, emotional and controversial topics.
- **Foster teamwork** – get the right people involved in a way that ensures better decision-making and guarantees commitment and conviction.
- **Build acceptance rather than resistance** – give and receive feedback in a way that enhances relationships and improves results.
- **Resolve individual and ground disagreements** – accurately address concerns by talking respectfully, candidly, and skillfully with someone in a safe way.

WHO SHOULD ATTEND

Crucial Conversations® training is ideal for CEOs, Senior Executives, Executives, Managers, Supervisors, Project Leaders, General Workforce and individuals (preferably with some working experience) who regularly deal with people within a team or across functional lines.

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askSEED@cibfmbrunei.com
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COURSE OUTLINE

- Get Unstuck
- Start With Heart
- Master My Stories
- STATE my Path
- Learn to Look
- Make it Safe
- Explore Other's Paths
- Move to Action

COURSE MATERIALS

Full Crucial Conversations® materials will be provided including

- Crucial conversations® book
- Course book
- Supporting materials, and
- The Crucial Conversations® Flipcard

A '**Certificate Of Attendance**' will be presented to all participants

Methodology

Crucial Conversation® is a 2-day training programme with extensive in-class practice, group participation and personal reflection. There are plenty of videos included to enhance learning

TRAINER'S PROFILE

Woo Yee Saik

Mr. Woo Yee Saik has been involved in Training and Education for over twenty-five years and runs workshops and seminars to help customers develop practical skills in the areas of leadership, management and communication.

He is currently a Master Facilitator for VitalSmarts Inc.'s
Influencer: The Power to Change Anything," "Crucial Conversations," "Change Anything" and "Crucial Accountability" programs. His outgoing nature and keen interest in learning and communication processes continue to be the mainstay of his approach to training, and this has been noted by many participants who have attended his programs.

He is also a certified trainer for external programs like "7 Habits of Highly Effective People," "Advantage Series," "Leadership: Great Leaders, Great Teams, Great Results," DDI's Interaction Management and Targeted Selection and Blanchard's Situational Leadership II.

He has worked in various institutions and organizatios in different capacities including Head of English and Drama at International School of Penang, Marketing and PR Manager at Disted College, Training Manager at Sony Mechatronic Malaysia, Recruitment and Employee Welfare Manager at Robert Bosch Malaysia.

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28-29 January 2019

Programme Fee: $1098.00

REGISTRATION DETAILS *Please complete the form below*

1	NAME		EMAIL	
	POSITION		TELEPHONE	
	DEPARTMENT			
2	NAME		EMAIL	
	POSITION		TELEPHONE	
	DEPARTMENT			
3	NAME		EMAIL	
	POSITION		TELEPHONE	
	DEPARTMENT			

APPROVED BY *Please complete the form below*

SIGNATURE		Company Chop
NAME		
POSITION		
DEPARTMENT		
EMAIL		
TELEPHONE		

IMPORTANT

Stakeholders are participants from MOFE, AMBD and all domestic banks in Brunei Darussalam

Your fee includes workshop material(s), refreshment and certificate upon completing the course

CANCELLATION POLICY

CIBFM operates a strict NO CANCELLATION POLICY upon receipt of registration from organisations. However, you may send in replacements to the programme.

CHANGES TO PROGRAMMES

Changes in programme date, time fees and speakers may occur due to unforeseen circumstances. However, we will ensure that every effort will be made to inform participants of the change. we reserve the right to cancel the programme due to unforeseen circumstances

Please email your completed form to registration@cibfmbrunei.com by 21 January 2019