

CIBFM

Centre For Islamic Banking, Finance And Management



Crucial Conversations®

Tools for Talking When Stakes Are High

12 -13 February
2020

Programme Outline

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.

About the Programme

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.

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

Programme 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

Learning Outcome

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.

Target Participants

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.

Mode of Delivery

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.

Course Materials

Full Crucial Conversations® materials will be provided including

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

Trainer's Profile: Sairul Rhymin CA Mohamed

He is a certified trainer for Crucial Conversation. He has over 28 years of experience in Telecommunications, People Development, IT and E-Government. Fluent in Technical aspects, Business Management and Finance. He is a professional chartered engineer (Member of the IET). He held senior positions in both the Government and Private sector in Brunei Darussalam.

He is chosen by the Institut Perkhidmatan Awam to train all of the Young Executive Program participants: Four years running since the program was initiated. Rhymin has more than 6 years of experience in consulting, training and coaching. Highly engaged and interactive programs are a hallmark of his facilitation style as he brings in an element of fun in the learning of participants. He works well with individuals, teams and organizations to increase effectiveness and achieve bottom-line results.

Sairul Rhymin holds an MBA, MSc in Electronics Control Engineering (UK), BEng (Hons) in Electronics and Electrical Engineering (UK). He is a Chartered Engineer under the Institution of Engineering & Technology (IET)

Please Register here:

1	Name	
	IC Number	
	Position	
	Department	
	Email	
	Telephone	

2	Name	
	IC Number	
	Position	
	Department	
	Email	
	Telephone	

3	Name	
	IC Number	
	Position	
	Department	
	Email	
	Telephone	

Approved by:

Signature	
Name	
Position	
Department	
Email	
Telephone	

Crucial Conversations®

Tools for Talking When Stakes Are High

12–13 February 2020

PROGRAMME FEES

Stakeholders	Non-stakeholders
\$1098.00	

IMPORTANT NOTE

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

TERMS AND CONDITIONS

- The Programme fee is inclusive of workshop material(s), refreshment and certificate.
- Payment must be made upon receipt of invoice issued by CIBFM.
- CIBFM operates a strict NO CANCELLATION POLICY once the receipt of registration has been issued. However, CIBFM will welcome and accept replacements.
- CIBFM reserves the right to amend, change or cancel the programme at any given time. We will immediately notify participants and organisations if any such changes are to be made.

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

13 January 2020

Contact us!



askseed@cibfmbrunei.com



+6738271140



www.cibfmbrunei.com



[cibfm.brunei](https://www.instagram.com/cibfm.brunei)



[CIBFMBRUNEI](https://www.facebook.com/CIBFMBRUNEI)



[linkedin.com/company/cibfm](https://www.linkedin.com/company/cibfm)