



biluF

# DRIVING PERFORMANCE THROUGH FEEDBACK

11 MAY 2023

# OVERVIEW

Withholding constructive feedback is like sending a person on a long and complicated hike without a compass. Feedback is a leadership tool and is one of the most vital stepping stones to a manager's professional journey. Yet most managers are apprehensive in giving constructive feedback as it is deemed as "negative" and "painful" for both parties.

This is because most of our own experiences have been focused around "criticism" rather than portraying it as positive/reinforcing feedback which is really intended as a developmental tool.

When practised at the right time and effectively, it can help to avert and/or minimise creating a 'blame culture' which if not checked, can adversely impact the organisation's business and targets. This programme is one out of five of the Toolkit for Young Leaders Series. The series is a set of workshops curated to develop the necessary skills to become a more effective leader, while also helping your team to grow.

# METHODOLOGY



## Face-to-face training

This workshop will be conducted in a practical and participative way. Learning strategies include small group discussions and skills practice sessions.

# OBJECTIVES



## **DESCRIBE**

the Leadership Guiding Principles and how they support the communication process;



## **UNDERSTAND**

what is constructive and positive feedback and its' importance at the workplace;



## **APPLY**

the feedback framework effectively to achieve the desired outcomes;



## **IDENTIFY**

the right opportunities to use this leadership tool to enhance productivity levels; and



## **IMPROVE**

relationships both at work and in social settings.

# WHO IS THIS PROGRAMME FOR?

The programme is designed for leaders that are looking to have their subordinates experience increased motivation, appreciated and place them in the right track, which will lead to:

- Higher performance;
- Improved relationships;
- Continuous learning and personal growth; and
- Increased confidence.

## PROGRAMME OUTLINE

Modules
Module 1: What is Feedback
Module 2: Using a Leadership Guiding Principle Framework
Module 3: Self-Awareness
Module 4: The 6-Step Feedback Model
Module 5: Key Success Factors

## PROGRAMME DETAILS

Date	Time
11 May 2023	8:30 am – 12:00 pm 1:30 pm – 5:00 pm

\*\*\*Time/date is subject to change

Please refer to [www.bilif.com.bn](http://www.bilif.com.bn) for the latest updates\*\*\*

# PROGRAMME LEADER

KAREN ONG (CIPD, UK, ILM, UK)

Thousands have benefitted from her 25 years of experience addressing people in both the corporate and public sectors. Passionate about motivating her learners towards high professionalism and collaborating as effective teams in more than 15 countries, Karen is an exceptional learning facilitator. She demonstrates an innate ability to relate to people from different cultures and levels to deliver an authentic learning experience – high content and high engagement both in an in-person or virtual space.

Karen was with SMR, a leading learning and development organisation based in Kuala Lumpur with offices in S.E. Asia, Middle East, and Australia for 20 years. She held many key positions in the company from General Manager, Managing Director, Vice-President, Chief Learning Officer, Talent and Events Director, Master Trainer, etc during her tenure there. Karen has spoken and trained extensively with organisations like Vistara Airlines, INFOSYS, ICICI Bank, Hindustan Coca Cola Beverages in India, IPAM, SingHealth Medical Group, Singapore Police Force in Singapore, BIBF and Gulf Air Bahrain, Qatar Foundation, Abu Dhabi Police, Oman Cement etc in the Middle East, just to name a few. Back home she has served a long list of clients, including Petronas, UMW, KLCC Convex, MAXIS, ASTRO, Samsung Blue Mobile Academy, Gamuda, Western Digital, Payment Network Malaysia etc. She has also worked with organisations to provide post-workshop coaching clinics to help the workforce improve performance skills to achieve professional results.

With her wealth of experience in facilitating workshops, Karen is extraordinarily versatile, effortlessly adapting to all levels of participants ranging from C-Suite, senior leaders, and educators to young fresh college graduates. Her training approach is learner-centric, using learner engagement tools.

Karen is an experienced Human Resource professional having achieved the following:

- Accredited Master Trainer (ILM, UK)
- Certified Trainer (CIPD, UK)
- Licenced Leadership Facilitator Zenger-Miller (Achieve Global) USA
- Associate Coach (ICF)
- Action Learning Coach (WIAL)
- Certified Virtual LearnCaster (EnSync Learning)



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To apply for the programme, please email your completed form to askseed@bilif.com.bn by 11 April 2023

CATEGORIES	STAKEHOLDERS	NON STAKEHOLDERS
NORMAL FEE	<input type="checkbox"/> \$500.00 (SBS 20%)	<input type="checkbox"/> \$700.00
GROUP FEE (FOR EVERY 2 PAX)	<input type="checkbox"/> \$700.00	<input type="checkbox"/> \$980.00

By completing and signing this form, you hereby agree to the terms and conditions below:

Full Name:  IC Number:   
Position:  Department:   
E-mail:  Phone:

Full Name:  IC Number:   
Position:  Department:   
E-mail:  Phone:

Full Name:  IC Number:   
Position:  Department:   
E-mail:  Phone:

## APPROVING OFFICER

Name:  Email:   
Position:  Department:

\_\_\_\_\_  
Signature and Company's Stamp

Please email the invoice to:

## Terms and conditions:

### Cancellation Policy:

- All cancellation must be submitted to BILIF in writing either by letter or email.
- Any cancellation received 30 days or more prior to the training date will incur a cancellation fee of 10% of the programme fee.
- Cancellation received 8 - 14 days to the training date will incur a cancellation fee of 50% of the programme fee.
- Cancellation of registrations received 7 days or less from the date of training or if the delegate fails to attend the training, he/she will be considered as 'no show' and is subjected to 100% of the programme fee.
- BILIF welcomes and accepts replacement of participants up until a day before the training commences.

### Other terms:

- Participants must complete all scheduled sessions and activities for them to receive the certificate of attendance/ completion.
- Payment must be made upon receipt of invoice issued by BILIF.
- BILIF 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.

# ABOUT BRUNEI INSTITUTE OF LEADERSHIP AND ISLAMIC FINANCE

Brunei Institute of Leadership & Islamic Finance (BILIF) was established in 2010 as the Centre of Excellence for the finance industry in Brunei Darussalam, providing high-quality learning solutions, including signature and collaborative events for human capacity development in the areas of Islamic finance and leadership. Under the purview of Brunei Darussalam Central Bank (BDCB), BILIF plays a fundamental role in Pillar 5 of Brunei Darussalam Financial Sector Blueprint 2016-2025 in raising financial industry standards especially in the areas of Islamic finance. All of our programmes are accredited by Brunei Darussalam National Accreditation Council as Value Added Qualifications. Appointed by BDCB, BILIF is the official licensing examination centre for Financial Planning Practitioners' Programme (FPPP) and Qualifying Examination for Insurance/Takaful Agents (QEFITA). BILIF is also the official examination centre for all examinations under Chartered Institute for Securities & Investment (CISI), UK; Chartered Bankers Institute (CBI), UK; International Compliance Association (ICA) and The Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI), Bahrain.

Over the past 10 years, BILIF has forged strategic partnerships with local and international organisations enabling us to bring professional programmes, expertise and opportunities to shape future leaders, experts and innovators in the areas of Islamic finance and leadership. More recently, BILIF has also established partnerships with Bahrain Institute of Banking and Finance (BIBF) and The London Institute of Banking & Finance (LIBF), both with the objective of bringing more quality learning opportunities for our participants in the areas of banking and finance. BILIF has been honoured with multiple international awards and accolades: The "Best Emerging Islamic Finance Training Institution – Brunei 2021" from the International Finance Awards 2022, "Best Islamic Finance Education & Training Brunei 2021" from the Global Banking & Finance Awards®, "Global Good Governance (3G) Human Resource Development Award 2022" received at the 7th Annual 3G Awards Ceremony and GIFA Excellence Award (Islamic Finance Training & Education) in 2022; The GIFA Excellence Award (Islamic Finance Training and Education) 2021 at the 11th Global Islamic Finance Awards (GIFA), the Award for "Contribution to Organisation" at the Asia HRD Awards in 2021; and the GIFA Excellence Award (Islamic Finance Training and Education) in 2019.

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Events

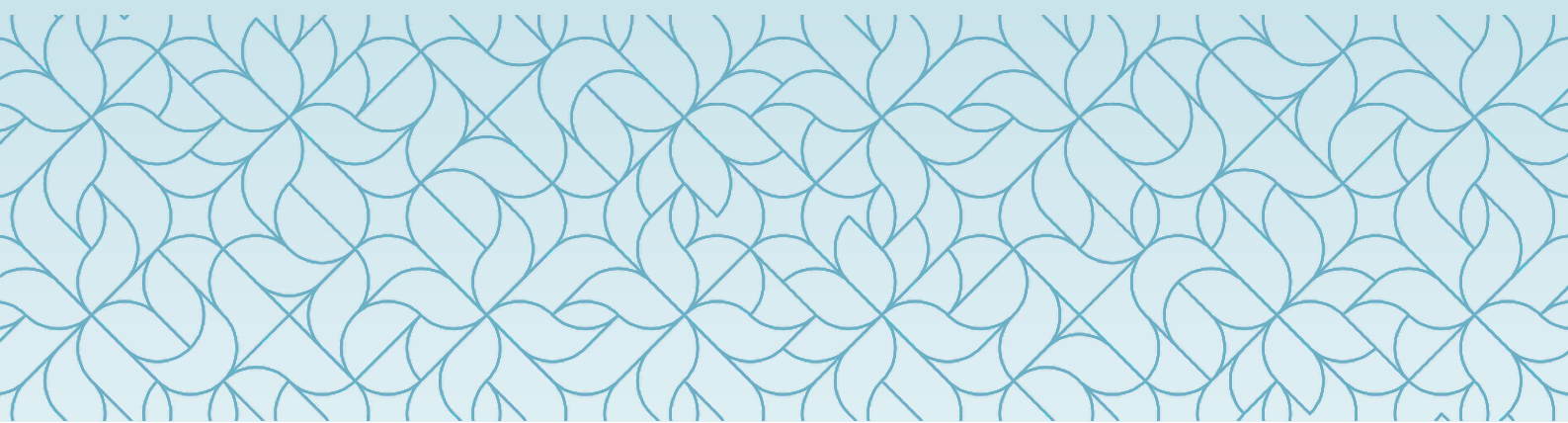
**687**

Programmes  
and Examinations

**15,300+**

Participants

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*Alternatively, you can also whatsApp us at  
+673 8271140 to learn more about our offerings*