



biluF

# BUILDING COMMUNICATION CONFIDENCE

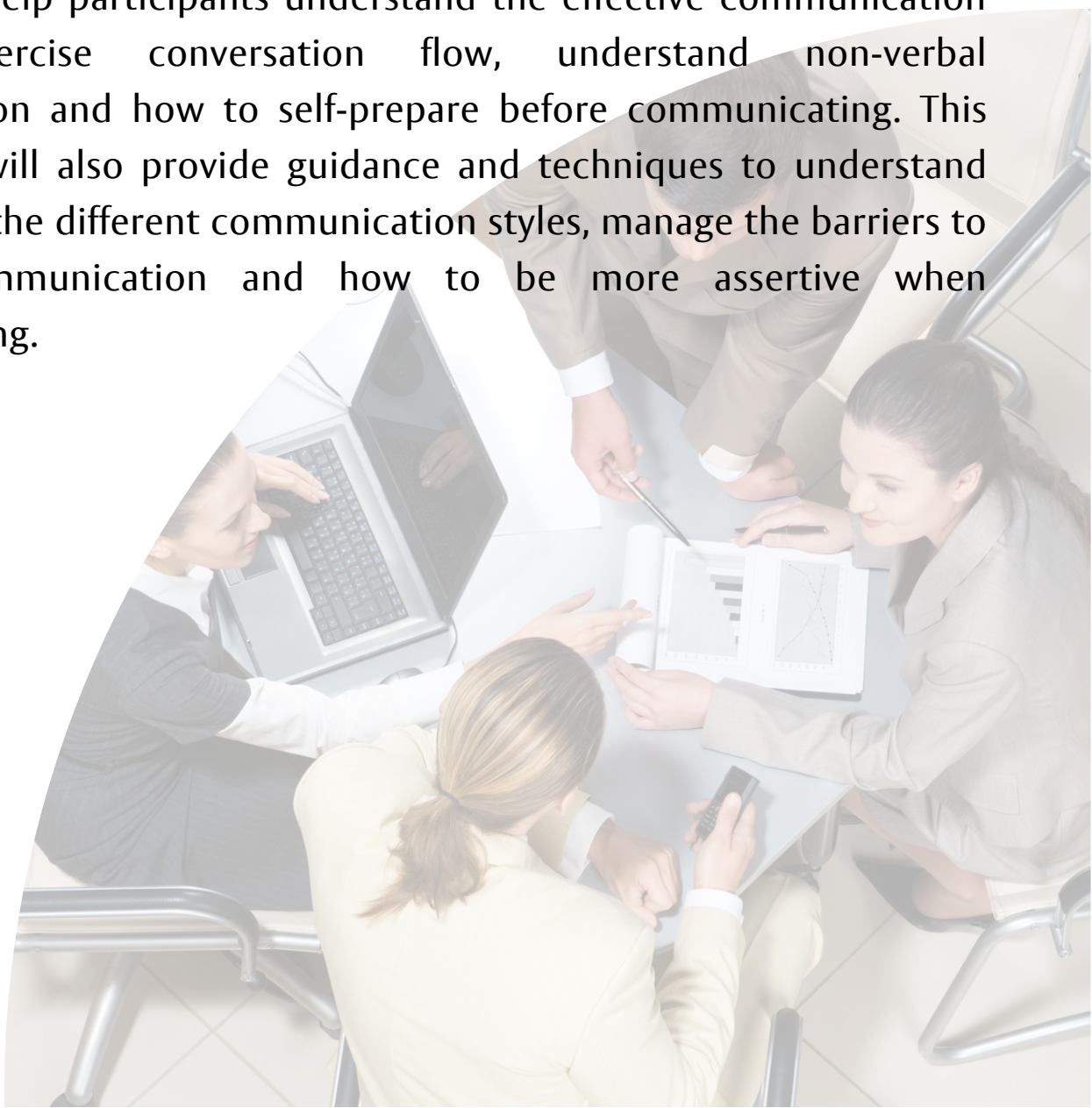
4 - 5 OCTOBER 2023

  
DEADLINE TO REGISTER  
8 September 2023

# OVERVIEW

Being able to communicate effectively is important in order to get your messages and information across successfully and understood by the receiver, either in your daily lives or at work. Having clear communication with a person or a group of people will setup or establish connections that allows for a better flow of information between the sender and receiver of the information.

This 2-day training programme aims to build your confidence and enhance the way you communicate with your peers, colleagues, managers and customers and project a more professional image for yourself and the company that you work for. There will be practical activities to help participants understand the effective communication process, exercise conversation flow, understand non-verbal communication and how to self-prepare before communicating. This programme will also provide guidance and techniques to understand and improve the different communication styles, manage the barriers to effective communication and how to be more assertive when communicating.



# OBJECTIVES



## UNDERSTAND

- the different styles of communication;
- the effective communication Do's and Don't's;



## APPLY

- the techniques to manage challenging situations;
- the communication learning loop.



## IDENTIFY

- own communication styles;
- self-prepare and build confidence before and during communicating or conversing.



## CONFIDENT

- be more assertive when communicating;
- effectively communicate effortlessly.



## APPRECIATE

- the effective communication process;

# WHO IS THIS PROGRAMME FOR?

Supervisors

Managers

Directors

Team Leaders

Senior Leaders

Future Leaders

## PROGRAMME OUTLINE

Modules
Module 1: Introduction to Communication
Module 2: Importance of Non-Verbal Communication
Module 3: The Rings of Workplace Communication
Module 4: Self Preparation to Communicating Effectively
Module 5: Communication Styles
Module 6: Effective Listening
Module 7: Emotional Control
Module 8: Conversation Flow
Module 9: Assertive Communication

# METHODOLOGY



Face-to-face training

# PROGRAMME DETAILS

Date	Time
4 - 5 October 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\*\*\*

*Read why people love this programme!*

*Rated:*



“  
COMMUNICATION  
STRATEGY  
”

“  
COMMUNICATION THAT  
INVOLVES BEHAVIOUR,  
TACKLING DIFFERENT  
ATTITUDES AND NLP  
”

“  
DIFFERENT  
COMMUNICATION  
APPROACH ON DIFFERENT  
SITUATION  
”

# PROGRAMME LEADER

## SITI ROZAINAH DATO YUNOS

Madam Siti Rozainah Dato Yunos has over 26 years of Senior Management and Leadership roles and experience in the service industries. She was a Departmental Manager for various functions with HSBC Brunei, the majority of which was on leading functions which have elements of customer service, customer experience and sales management. Her last role was as a Senior Manager in charge of the Customer Experience Management Division and Head of Customer Care with Telekom Brunei Berhad before deciding to go public as a Trainer, Facilitator and Consultant. She is the founder and the Managing Director of KnowledgeLine Training and Consultancy and the Principal Trainer, Facilitator and Consultant for the Company. Madam Rozainah has conducted several trainings for staff of JPKE, BDCB, Baiduri Bank Bhd, Insurance Islam TAIB and many others.

Madam Rozainah is a holder of the Executive Master of Management (in People Leadership) from Asia e University (AeU). She was also awarded the Certified Financial Planner from the Financial Planning Association of Singapore and certification on the Islamic Financial studies of “Fiqh Mu’amalat Professional Programme” from the Brunei Institute of Leadership & Islamic Finance (BILIF). She was also a Runners-up award recipient of the HSBC’s World Local Heroes Programme for the Asia-Pacific region.

# BUILDING COMMUNICATION CONFIDENCE

■ 4 - 5 October 2023

To apply for the programme, please email your completed form to askseed@bilif.com.bn by 8 September 2023



CATEGORIES	STAKEHOLDERS	NON-STAKEHOLDERS
NORMAL FEE	<input type="checkbox"/> \$ 900.00	<input type="checkbox"/> \$ 1,000.00

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.

**74**

Events

**687**

Programmes  
and Examinations

**15,300+**

Participants



# INTERNATIONAL AWARD WINNING INSTITUTE





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for any enquiries

[askSEED@bilif.com.bn](mailto:askSEED@bilif.com.bn)

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