



biluF

LEADING WITH ASSERTIVENESS AND COLLABORATION

2 - 3 JULY 2024



DEADLINE TO REGISTER
10 June 2024

OVERVIEW

This programme emphasises the importance of assertive behavior and its influence on overall performance it equips participants with the skills to interact more effectively. Participants will also develop confidence and authority in managing relationships, fostering a dynamic approach that enhances interpersonal communication and contributes to improved overall professional performance.

OBJECTIVES

You cannot manage effectively if you feel uncomfortable saying 'NO' to your employees and are afraid to influence upwards and shy away from conflicts. Hence, participants will learn to:

- Take charge in their jobs.
- Handle conflicts with strength and decisiveness.
- Get tasks accomplished while maintaining effective relationships.
- Make requests and refuse others.
- Negotiate diplomatically.
- Influence others without being coercive or manipulative.

Business Outcomes:

Being assertive means communicating your needs, wants and opinion to others in a direct and tactful manner, while at the same time receptive to their needs and without being confrontational or aggressive.

WHO IS THIS PROGRAMME FOR?

- Supervisors
- Executive and Emerging Managers
- Managers
- New Managers

METHODOLOGY



- Face-to-face
- Lectures, group discussions, and etc

PROGRAMME DETAILS

| DATE | TIME |
|-----------------|---|
| 2 - 3 July 2024 | 8:30 am - 12:00 pm 1:30 pm - 5:00 pm |

***Subject to change

Please refer to www.bilif.com.bn for the latest updates***



PROGRAMME OUTLINE

| MODULES | |
|---|--|
| What is Assertiveness? | <ul style="list-style-type: none">• The philosophy of assertion• Three response styles – assertive, passive, aggressive |
| How did We Become Non-Assertive? | <ul style="list-style-type: none">• Coping mechanisms• Expectations of others and self |
| Become Assertive | <ul style="list-style-type: none">• Changing your self-limiting beliefs• Identifying and owning your own wants• Building your self-confidence• Coping with criticism, anger and guilt• Taking charge of your environment |
| Verbal Assertion | <ul style="list-style-type: none">• Assertive communication options• Which skills to use and when |
| Assertive Management | <ul style="list-style-type: none">• Managing conflict• Giving and receiving performance feedback• Clear contracting, setting goals and follow-up |
| Managing Relationships at Work | <ul style="list-style-type: none">• You, your managers, subordinates and co-workers |
| Influencing Skills | <ul style="list-style-type: none">• Personal power• Getting others to heed your advice |

**As part of the training and learning during this course, photography and/or video recording of participants in action will be done.

PROGRAMME LEADER

CAROLINE DAWSON

Caroline Josephine Dawson is the Director of Caroline Dawson International. She has more than 10 years of invaluable experience as an Editor of lifestyle and technical publications and 20 years teaching business management, environmental and soft-skills communication.

As a former journalist, Caroline's professional work experience as a Corporate Trainer/Facilitator, Keynote Speaker and Learning & Development Consultant; has required her to market the value of her programs and persuade clients to value and understand the urgency of good communication and management skills in the work force. As an ACTA certified WSQ trainer, she has also worked with the Workforce Development Agency of Singapore to develop training content for the Employability Skills System where she successfully attained industry approved competencies in conducting, planning and designing competency based assessments for communication workshops.

Her numerous opportunities in working with both public and private sectors around the world has enhanced her training experience. Participants from her workshops attest to her motivational, instructional and highly experiential training methodology that have helped them in their workplace business management. Caroline has trained operational, supervisory and managerial staff from various organisations.

She holds a Master of Arts in Mass Communication from NTU (Singapore) and has attained the Diploma in Teaching English to Speakers of Other Languages (TESOL) certification through the London Teacher Training College and also teaches English as a foreign language. Caroline is also an MBTI®, DISC Accredited Administrator, Enneagram and Lumina Spark/Emotion practitioner; Certified ScrumMaster® and ICAgile Certified Professional Agile Team Facilitation (ICP-ATF) of which she uses such tools for top level managers and supervisors on managing their leadership styles and team members. Caroline is now pursuing her Doctorate in Business Administration from the University of Teesside (UK).

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■ 2 - 3 July 2024

To apply for the programme, please email your completed form to askSEED@bilif.com.bn by 10 June 2024.

| CATEGORIES | STAKEHOLDERS | NON-STAKEHOLDERS |
|------------|--------------------------------------|--------------------------------------|
| FEE | <input type="checkbox"/> \$ 2,000.00 | <input type="checkbox"/> \$ 2,400.00 |

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:

Please email the invoice to:

Signature and Company's Stamp

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. Since its inception, BILIF has conducted 809 programmes and 83 events for more than 16,900 participants, including a suite of Virtual Instructor-Led Training (VILT) programmes and online events (as of December 2023).

BILIF has forged strategic partnerships with local and international organisations over the past 10 years which have allowed us to bring professional programmes, expertise and opportunities to shape future leaders, experts and innovators, particularly in the areas of Islamic finance and leadership. Amongst these strategic partners include The London Institute of Banking & Finance (LIBF), United Kingdom; the Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) and Bahrain Institute of Banking and Finance (BIBF), Bahrain; Islamic Development Bank Institute (IsDBI), Kingdom of Saudi Arabia, Singapore

Management University (SMU), Singapore and INCEIF University, Malaysia. Locally, BILIF has also partnered with two of the top higher education institutions in Brunei Darussalam; Universiti Brunei Darussalam (UBD) and Universiti Sultan Sharif Ali (UNISSA) in our joint efforts to impart invaluable knowledge and skills for students and professionals in not only finance but also other private and government sectors.

Appointed by BDCB, BILIF is the official licensing examination centre for Financial Planning Practitioners' Programme (FPPP) and the 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 AAOIFI. BILIF has also recently been accepted as a Pearson Vue Authorised Test Centre which can house more than hundreds of examinations such as Certificate in Climate Risk, Certified Internal Auditor® (CIA®) and Certified Associate in Project Management (CAPM), amongst others.

BILIF has received multiple accolades including 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® and "Global Good Governance (3G) Human Resource Development Award 2022" received at the 7th Annual 3G Awards Ceremony. BILIF was also awarded its third "GIFA Excellence Award (Islamic Finance Training & Education) 2022, which has been previously received in 2019 and 2021.

83

Events

809

Programmes
and Examinations

16,900+

Participants

INTERNATIONAL AWARD WINNING INSTITUTE





Discover our upcoming programmes and events

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Contact our Sales and Marketing Department
for any enquiries

askSEED@bilif.com.bn

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