



# CONFLICT MANAGEMENT

21 - 22 AUGUST 2024

 **DEADLINE TO REGISTER**  
27 July 2024

# OVERVIEW

In the current business environment, everyone is working in a team or a part of a team organisation made up of different people with various ways of approaching work and having their own views and personalities. Conflicts inevitably will happen and ineffective conflict handling and resolution can lead to absenteeism, poor work quality, increased staff turnover, demotivated staff and waste of resources.

Conflict is an intrinsic and inevitable part of our status as human beings. We will all encounter it in some form or another in both our career and personal life. When we are confronted by it, there are usually two typical responses; we either tackle it head on or we avoid it completely. Both of these methods ultimately result in difficult times that can be painful, costly and uncomfortable where the outcome usually presents a 'winner' and a 'loser'.

This two-day programme will help participants approach these conflicts a way in which they can reach a win-win outcome and come to a successful conclusion for both people. This programme also focuses on bringing about an end to your conflict situations quickly, cost-effectively and with as little discomfort as possible.

Effective conflict handling and resolution can provide outcomes that help organisations have better teamwork and collaboration, more likely to be profitable, create greater stakeholder confidence in the management of the company as well as maintaining stronger relationships with customers.

# OBJECTIVES

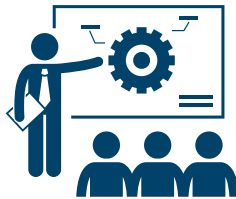
- Understand and appreciate the importance of handling conflicts.
- Understand and appreciate the challenges in handling conflicts.
- Spot conflicts and understand people's behaviour.
- How to better manage conflicts.
- Help manage conflicts between team members.
- Understand and apply methods to managing conflicts.
- Understand the skills needed to resolve conflicts.
- Apply learnings to personal and team conflict situations.

# WHO SHOULD ATTEND

- Staff members in need of improving their conflict handling and management skills at work.
- Individuals who wish to be more effective at work and are keen to improve and develop their skills in order to be able to handle and manage conflicts better.

# METHODOLOGY

- Face-to-face
- Individual activities
- Group exercises



# PROGRAMME DETAILS

DATE	TIME
21 - 22 August 2024	8:00 am - 12:00 pm 1:30 pm - 4:30pm

\*\*\*Subject to change

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

# PROGRAMME OUTLINE

<b>MODULES</b>
Introduction and Objectives
Identifying Conflict
Conflict Handling Challenges
Stages of Conflict
Methods of Managing Conflict
Resolving Conflicts
Resolving Conflicts - Case Studies & Roleplays

# PROGRAMME LEADER

## SITI ROZAINAH DATO YUNOS

Madam Rozainah has over 27 years of Senior Management and Leadership roles and experience in the service industries. She was a Departmental Manager for various customer service and customer experience management related functions with HSBC Brunei. Her last role was as a Senior Manager in charge of the Customer Experience Management Division 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.

Her expertise includes People Leadership and Management, Customer Service Performance Management, Complaint Handling and Management, Customer Communications Skills, Customer Journey Optimisation, Customer Channel Management, Process improvement, and implementation of Customer Service as well as Customer Care Related and People Leadership Development Tools.

She is a holder of the Executive Master of Management (in People Leadership) from Asia e University (AeU), acquired her degree in BA Combined Studies (Accounting) from De Monfort University, UK and has been awarded the Certified Financial Planner from the Financial Planning Association of Singapore (FPAS) and certification on the Islamic Financial studies Fiqh Mu'amalat Professional Programme (FMPP) from Brunei Institute of Leadership and Islamic Finance (BILIF).

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■ 21 - 22 August 2024



To apply for the programme, please email your completed form to askSEED@bilif.com.bn by 27 July 2024

CATEGORIES	STAKEHOLDERS	NON-STAKEHOLDERS
FEE	<input type="checkbox"/> \$ 850.00	<input type="checkbox"/> \$ 900.00

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 16,600 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 organisation 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

**16,600+**

Participants



Discover our upcoming programmes and events

[bilif.com.bn](http://bilif.com.bn)

Contact our Sales and Marketing Department  
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*