

bilif



BUILD A RESILIENT TEAM WITH EMOTIONAL INTELLIGENCE

21 - 22 OCTOBER 2024

DEADLINE TO REGISTER
25 September 2024



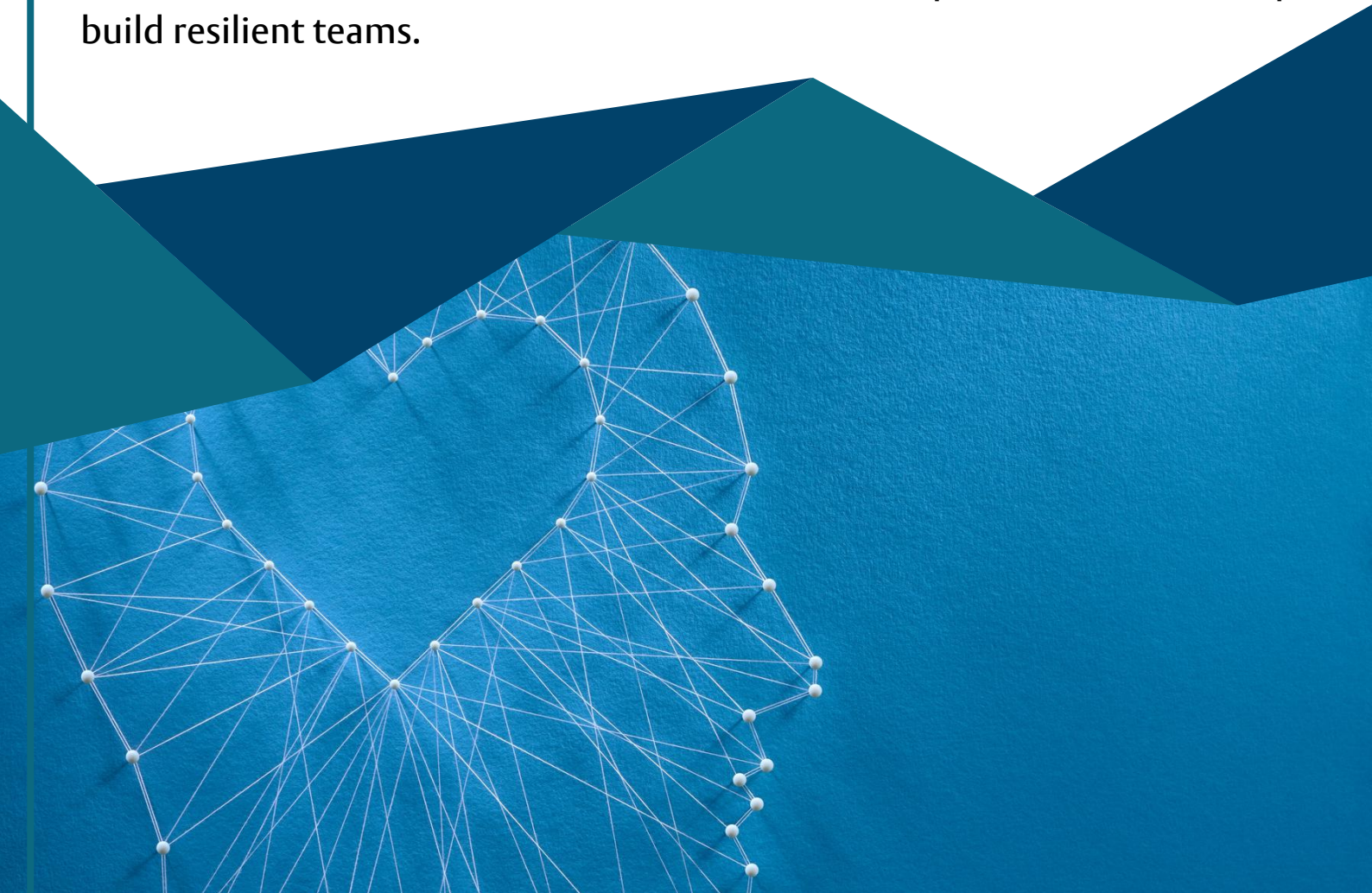
OVERVIEW

Much has been discovered in the past 30 years on Emotional Intelligence (EI) and countless studies show its incredible role in an individual's success. Arguably, EI can be even more critical than the power of the cognitive brain usually measured with IQ. In other words, if you want to succeed, it is equally imperative to work on your soft skills such as empathy and communication skills.

Individuals possessing emotional intelligence can easily be distinguished from those without and may lead them to a much more rewarding and successful life.

This programme teaches the participants a set of core skills to become better at managing themselves and others.

It covers all the fundamental competencies within EI and by using extensive and elaborate exercises, prepares the participants to face the real-life issues armed with the new emotional and practical skills to help build resilient teams.



OBJECTIVES

- Identifying the main EI competencies and know how each area can contribute to your personality and interaction with others.
- Manage and regulate your emotions to make sure they don't disrupt your behaviour.
- Establish rapport with others and improve the effectiveness of your communication.
- Recognise and understand your moods and emotions and the effect on others.
- Control and guide your emotions so you can achieve more, boost yourself and vastly increase your productivity.
- Empathise when interacting with others and become a trusted person in your network.
- Understand others' needs systematically and respond accordingly to get maximum results.

WHO IS THIS PROGRAMME FOR?

- Team Leaders
- Supervisors
- Managers
- Heads of Units
- Heads of Department

METHODOLOGY



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

PROGRAMME DETAILS

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

CHONG WAN CHING

Chong Wan Ching began her career in a manufacturing company where she successfully developed, implemented and obtained several products and quality management system certifications, including the internationally recognised ISO 9002. Since then, she moved on to various international and local financial institutions in the areas of insurance, investment, banking, sales, sales management and training.

Wan Ching believes in continuous self-development and has obtained various certifications. She is a Certified Financial Planner registered with the Financial Planning Association of Singapore. She is also a Accredited Training Professional, Certified NLP Master Practitioner, Certified Coach Practitioner, and Six Seconds EQ Certified Practitioner.

Wan Ching has a wealth of experience in providing training specialising in the areas of insurance, investment, financial planning customer service, sales, sales coaching and management, presentation, leadership and many other soft skills. Her workshops are known to be highly interactive, mind-set changing and experiential.

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To apply for the programme, please email your completed form to askSEED@bilif.com.bn by 25 September 2024

CATEGORIES	STAKEHOLDERS	NON-STAKEHOLDERS
FEE	<input type="checkbox"/> \$ 1,100.00	<input type="checkbox"/> \$ 1,500.00

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.

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Events

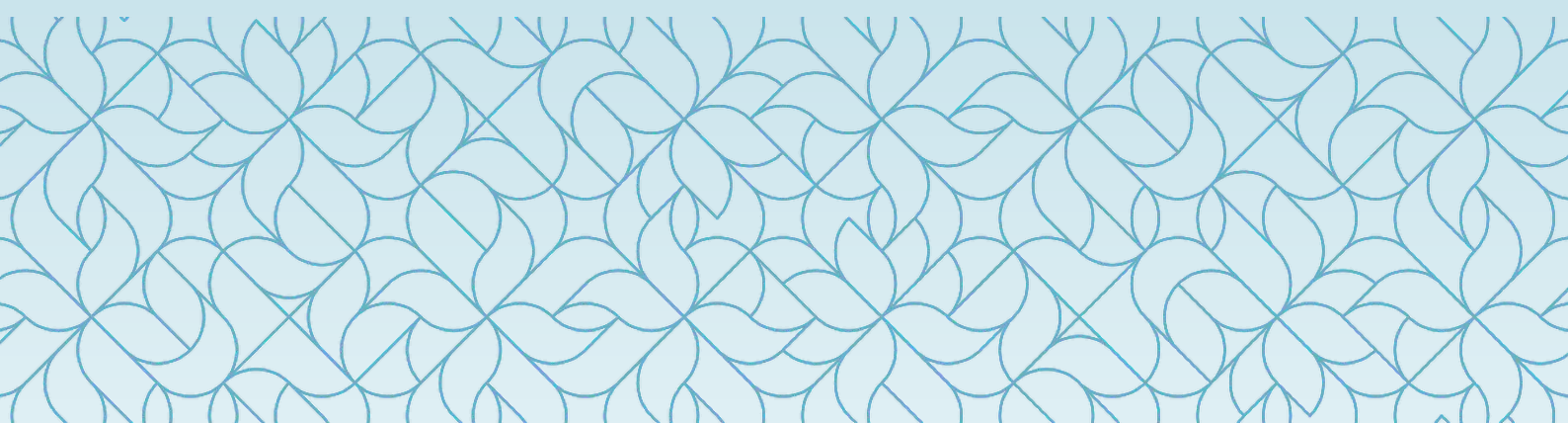
809

Programmes
and Examinations

16,900+

Participants

INTERNATIONAL AWARD WINNING INSTITUTE





Discover our upcoming programmes and events

bilif.com.bn

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*