Office Skills Essentials

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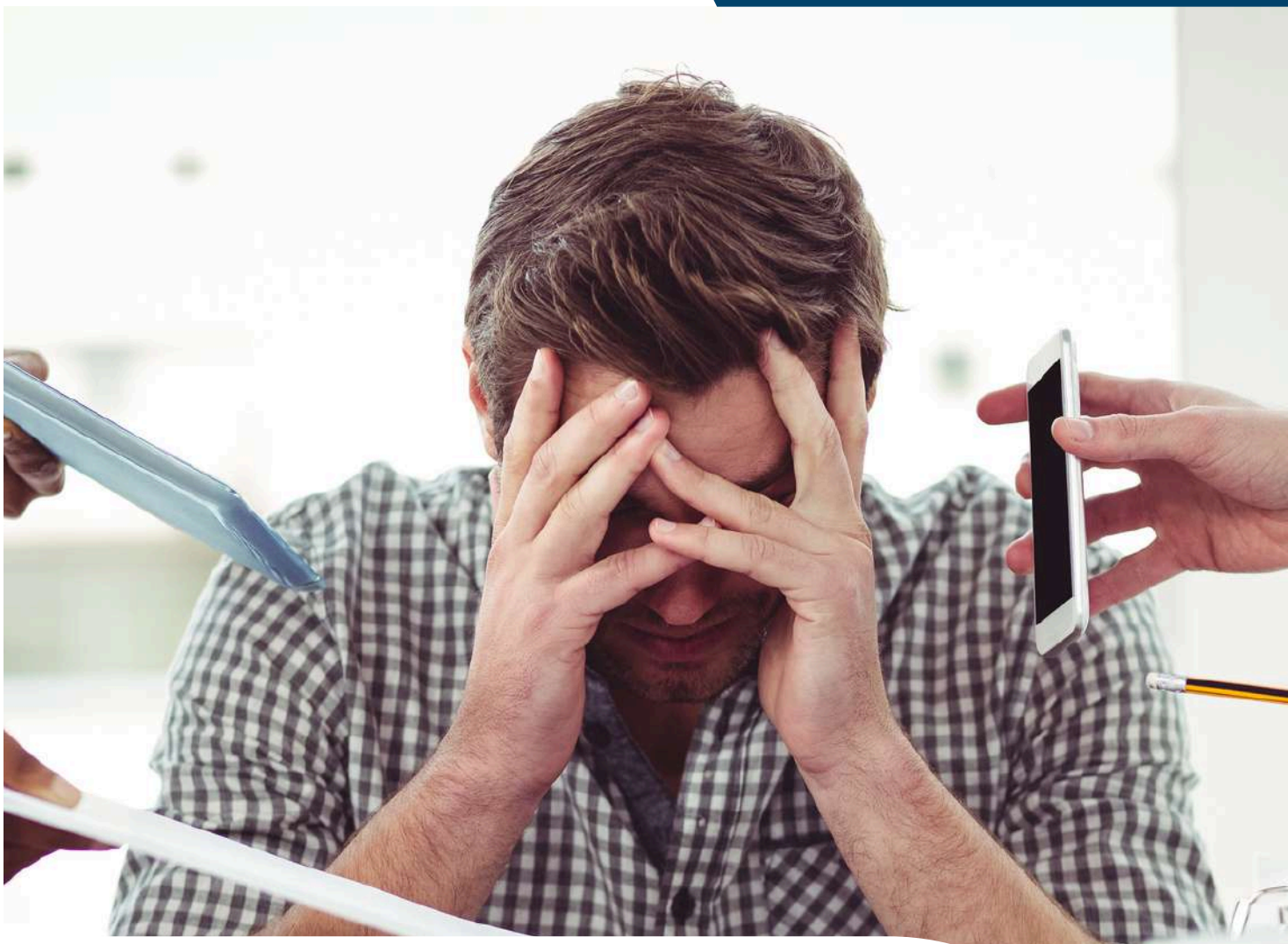


Dealing with Difficult People

29 - 30 October 2025

+673 827 1140 askSEED@bilif.com.bn www.bilif.com.bn bilif.bn bilif

OVERVIEW

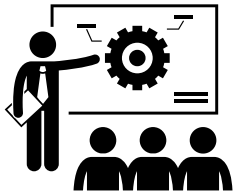
Navigating challenging personalities in the workplace can be frustrating and stressful. This interactive 2-day training is designed to equip participants with the skills, strategies, and confidence needed to handle and identifying difficult behaviors effectively.

By the end of the training, participants will walk away with practical techniques to stay calm under pressure, set boundaries, and turn conflicts into productive conversations – all while building stronger, more positive professional relationships.

OBJECTIVES

- Identify root causes of difficult behaviour.
- Recognise various types of difficult people and behaviors.
- Apply effective strategies to manage difficult behaviors.
- Reflect on their own attitudes and behaviors to improve interactions.

METHODOLOGY



Face-to-face

WHO SHOULD ATTEND?

- Professionals at all levels who interact with challenging personalities.
- Professionals who are interacting with their stakeholders.
- Teams seeking to improve workplace communication and conflict resolution.
- Individuals who would like to confront difficult behaviour diplomatically.

PROGRAMME OUTLINE

Module1

- Understanding Behaviour and What Makes Behaviour Difficult
  - Defining difficult behavior
  - Examples of Difficult Behaviours

Module 2

- Types of Difficult People
  - Exploring Different Types of Difficult People

Module 3

- Intentions of Difficult Behaviours
  - Identifying The Intentions Behind Difficult Behaviours
  - Examples of Different Intentions

Module 4

- Strategies to Deal with Difficult Behaviours
  - Importance of Dealing with Difficult People
  - Do's and Don'ts
  - Problem Solving Approach

Module 5

- The Self-Check Effect
  - Recognising Personal Biases and Triggers
  - Understanding One's Role in Difficult Interactions
  - Developing Accountability and A Personal Action Plan for Improvement

PROGRAMME DETAILS

DATE	TIME
Day 1 & 2	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 LEADER

ANIQAH RUSLAN

Aniqah Ruslan is an engaging trainer with a passion for enhancing communication skills. As a Certified Advanced Training Professional (ATP), she has successfully delivered impactful short programmes that empower individuals to excel in interaction and engagement skills.

With a strong foundation in client solutions and customer service at BILIF, Aniqah brings real-world experience into her training sessions. Her interactive and experiential approach ensures that participants gain practical, hands-on learning to apply immediately in their professional roles.

Driven by a commitment to continuous growth and learning, she strives to actively seeks opportunities to expand her expertise, with a strong eagerness to pursue additional certifications in the future.

DEALING WITH DIFFICULT PEOPLE

29 - 30 OCTOBER 2025

To apply for the programme, please email your completed form to askSEED@bilif.com.bn 30 days before the programme date.

CATEGORIES	STAKEHOLDERS	NON-STAKEHOLDERS
FEE	☐ $600.00	☐ $700.00

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 BILIF

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 954 programmes and 92 events for more than 18,900 participants, including a suite of Virtual Instructor-Led Training (VILT) programmes and online events (as of December 2024).

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 "Global Good Governance (3G) Championship Award in Education and Human Resource Development Award 2024"; "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.

92
Events

954
Programmes and Examinations

18,900+
Participants

INTERNATIONAL AWARD WINNING INSTITUTE

GIFA Excellence Award
(Islamic Finance Training & Education)
2019

WINNER

GIFA Excellence Award
(Islamic Finance Training & Education)
2021

WINNER

GIFA Excellence Award
(Islamic Finance Training & Education)
2022

WINNER

Contribution to Organisation Award

WINNER

Best Islamic Finance Education & Training Brunei 2021

WINNER

Best Emerging Islamic Finance Training Institution - Brunei 2021

WINNER

3G Human Resource Development Award 2022

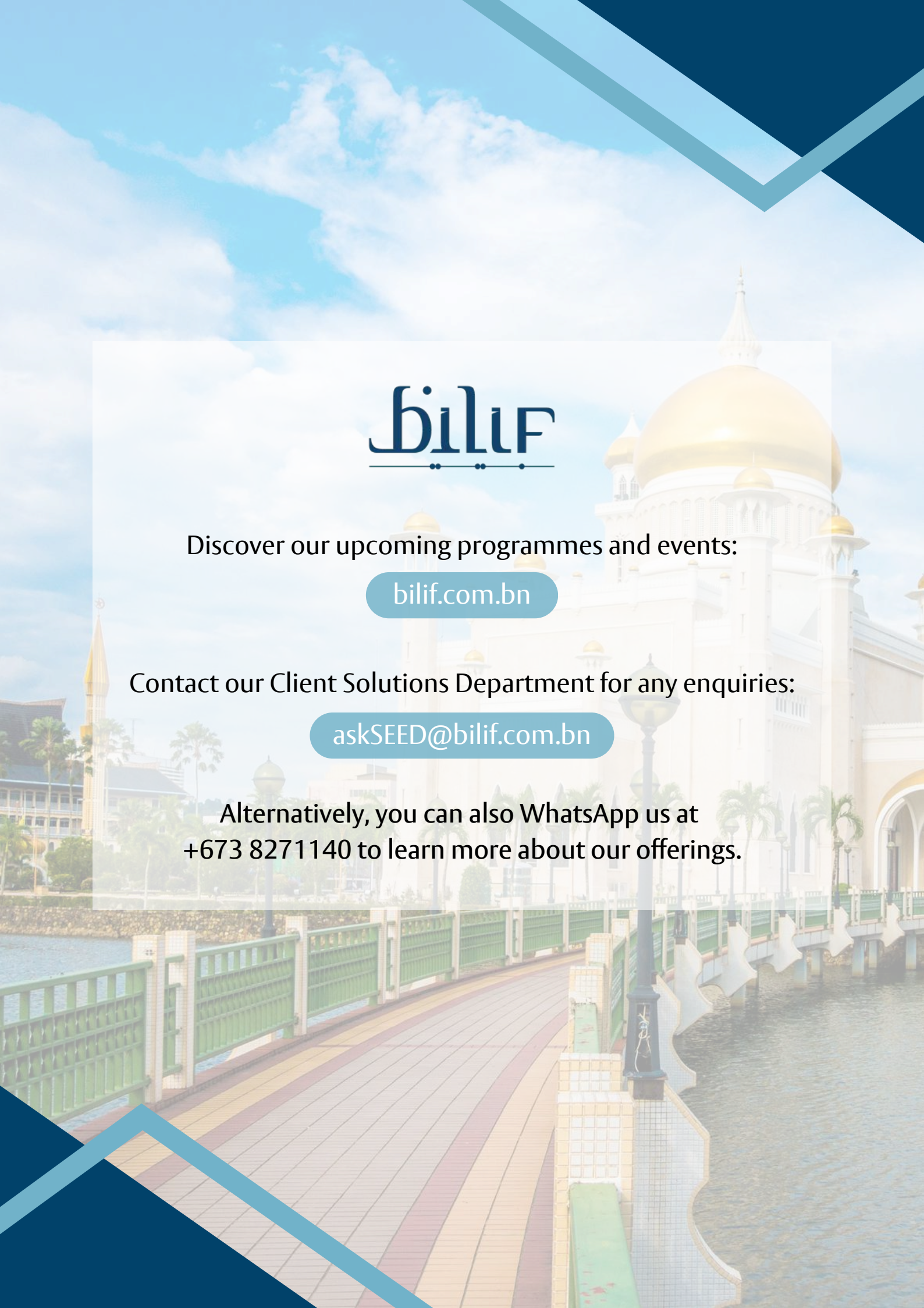
WINNER

3G Human Resource Development Award 2024

WINNER

3G Championship Award in Education 2024

WINNER



Discover our upcoming programmes and events:

bilif.com.bn

Contact our Client Solutions Department for any enquiries:

askSEED@bilif.com.bn

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