bilif

Office Skills Essentials

Decision-Making & Critical Thinking in the Information Age

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OVERVIEW

In an era where we are drowning in data but starved for wisdom, the ability to think critically and decide with clarity is the ultimate competitive advantage. This two-day programme is designed for individuals who can no longer afford to simply react. It provides a robust framework to cut through the noise, deconstruct complex problems, and evaluate information with a critical eye.

We move beyond theory to equip you with practical tools to identify and mitigate cognitive biases, apply structured decision models, and integrate ethical considerations into your strategy. You will learn to become a true "Architect of Choice" – building sound, defensible, and impactful decisions that move your team and organisation forward with confidence and integrity.

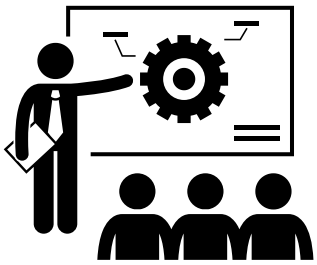
OBJECTIVES

- Identify and mitigate cognitive biases that cloud judgment
- Deconstruct complex issues to isolate root causes
- Evaluate and validate information from diverse sources
- Apply structured decision-making models for clarity and accountability
- Integrate ethical considerations for responsible decision outcomes

WHO SHOULD ATTEND?

- Professionals who make decisions in fast-paced environments
- Team leaders, supervisors, and managers
- Individuals wanting stronger analytical and critical thinking skills

METHODOLOGY



Face-to-face

PROGRAMME DETAILS

DATE	TIME
Day 1 & 2	8:00 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

Day 1: The Inner World of the Decision-Maker	
Module 1: Foundations of Critical Thinking in the Digital Age	• Defining critical thinking in modern workspaces • The thinking traps of information overload • Biases, mental shortcuts, and the illusion of certainty
Module 2: Architecting the Problem	• Problem-framing vs. problem-solving • Deconstructing complex challenges into core components • Using the “5 Whys” and Fishbone techniques
Module 3: Evaluating Information with a Critical Eye	• Credibility vs. accuracy: knowing what sources to trust • Cognitive load and evaluating conflicting data • Techniques for identifying misinformation

PROGRAMME OUTLINE

Day 2: The Outer World of Decision and Action	
Module 4: Frameworks for Rational Decision-Making	• Structured decision-making models (e.g., OODA Loop, SWOT, Weighted Matrix) • Matching decision models to scenarios • Trade-offs and decision pacing
Module 5: Integrating the Ethical Dimension	• Ethics vs. outcomes: understanding moral blind spots • Stakeholder analysis and values mapping • Creating a personal and team ethical compass
Module 6: Justifying and Communicating Your Choice	• Structuring a rationale that resonates • Communicating choices upward, downward, and outward • Anticipating objections and defending decisions

PROGRAMME LEADER

MOHD AZHAM HASSAN

Mohd Azham Hassan has over 16 years of experience in the areas of corporate strategy and planning, analytics and reporting. His experience covers private to public listed companies and government related agencies.

He was also involved in the implementation of digital and system projects such as big data analytics in MCMC and Pos Malaysia other than financial management systems in companies belonging to the Ministry of Finance and government agencies.

His core expertise spans data analytics and reporting, turning complex data into actionable insights; budget preparation, monitoring, and control, including maintaining a full set of accounts and preparing financial and management reports; Big Data Analytics implementation to enhance strategic and operational outcomes; and SAP and FMS system implementation and support, with a focus on General Ledger, Accounts Payable, and Accounts Receivable modules.

DECISION-MAKING & CRITICAL THINKING IN THE INFORMATION AGE

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

CATEGORIES	STAKEHOLDERS	NON-STAKEHOLDERS
FEE	☐ $800.00	☐ $1000.00

Please tick your preferred dates: ☐ 7 – 8 October 2026 ☐ 10 – 11 November 2026

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 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.

92
Events

954
Programmes and Examinations

18,900+
Participants

INTERNATIONAL AWARD WINNING INSTITUTE

GIFA GLOBAL ISLAMIC FINANCE AWARDS

GIFA Excellence Award (Islamic Finance Training & Education) 2019

WINNER

GIFA GLOBAL ISLAMIC FINANCE AWARDS

GIFA Excellence Award (Islamic Finance Training & Education) 2021

WINNER

GIFA GLOBAL ISLAMIC FINANCE AWARDS

GIFA Excellence Award (Islamic Finance Training & Education) 2022

WINNER

THE ASIA HRD Awards

Contribution to Organisation Award

WINNER

GLOBAL BANKING & FINANCE AWARDS

Best Islamic Finance Education & Training Brunei 2021

WINNER

INTERNATIONAL FINANCE

Best Emerging Islamic Finance Training Institution - Brunei 2021

WINNER

3G AWARDS

3G Human Resource Development Award 2022

WINNER

3G AWARDS

3G Human Resource Development Award 2024

WINNER

3G AWARDS

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.