



Emotional Intelligence for Modern Day Leaders

OVERVIEW

“Be not disturbed at being misunderstood; be disturbed rather at not being understanding.” - Chinese Proverb

For over 30 years, research has shown that Emotional Intelligence (EI) is a key driver of personal and professional success, often more impactful than IQ or technical skills. Studies across industries highlight that empathy, self-awareness, and communication are critical for leadership, performance, and employee retention. Daniel Goleman’s research reveals that EI becomes increasingly important at higher organizational levels.

Companies that focus on emotional competencies see better productivity and lower turnover. EI development through structured workshops helps teams perform under pressure, navigate challenges, and collaborate more effectively.

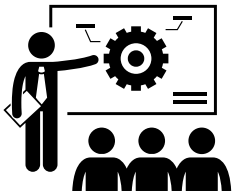
OBJECTIVES

- 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 SHOULD ATTEND?

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

METHODOLOGY



Face-to-face

PROGRAMME DETAILS

DATE	TIME
3 days	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

Introduction to EI

- What is EI?
- What constitutes the EI framework?
- What are EI competencies?

Self-Awareness

- What is emotion?
- Why are we emotional?
- How does “Emotional Hijacking” take place?
- How does the brain process emotions?
- How does the brain perceive the world?

Self-Management

- How to take advantage of the power of optimism?
- How to manage your emotion effectively?

Self-Motivation

- How to motivate yourself?
- How to avoid apathy?

Empathy

- How to have empathic communication with others?
- What is the physiology of empathic communication?

Social Awareness

- How to have effective group interactions?
- How to listen positively?
- What are the “Negative Listening Types”?
- How to raise your social awareness through listening?

Relationship Management

- What are the “Six Human Needs”?
- How to recognise others’ needs and desires?
- How to categorise people based on their needs and thus build and maintain a good working relationship?

Motivation and Inspiring Team Performance

- What is Maslow’s Hierarchy of Needs?
- What motivates and makes people satisfied?
- How does lack of specific needs lead to change of behaviour?
- What does it mean to be accountable and to be responsible?
- How does the difference in accountability and responsibility help you to do things that motivate people?
- How can you increase people’s satisfaction and thus make a specific job satisfying?
- How can you use self-motivation techniques to help motivate your people?

Social Skills for Building Team cohesion

- How can you take advantage of priming to influence others?
- How can you influence meeting that are about to become toxic and guide them towards a direction of your choice?
- How to use Emotional intelligence to influence team’s efficiency and success?



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.

EMOTIONAL INTELLIGENCE FOR MODERN DAY LEADERS

8 – 10 JUNE 2026



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

CATEGORIES	STAKEHOLDERS	NON-STAKEHOLDERS
FEE	<input type="checkbox"/> \$1,400.00	<input type="checkbox"/> \$1,600.00

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 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

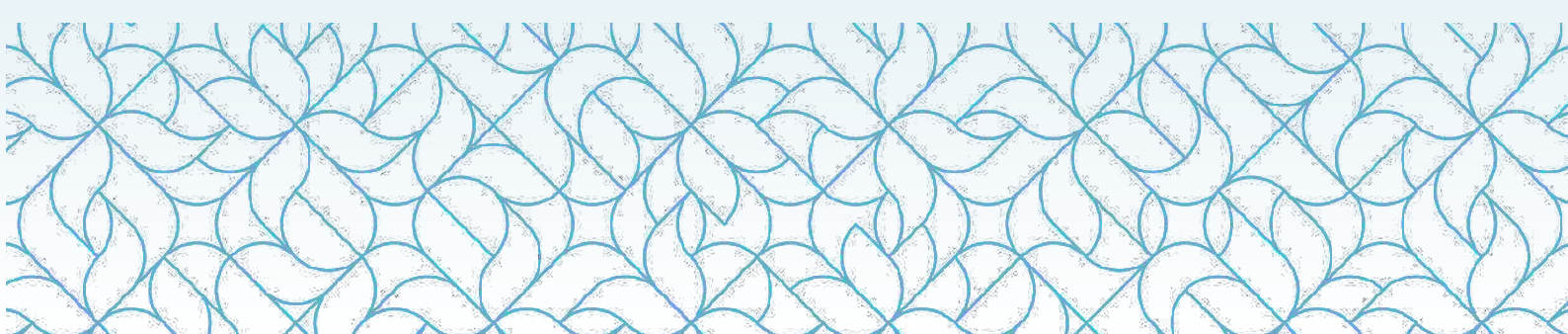
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Programmes
and Examinations

18,900+

Participants

INTERNATIONAL AWARD WINNING INSTITUTE





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Contact our Client Solutions Department for any enquiries:

askSEED@bilif.com.bn

Alternatively, you can also WhatsApp us at
+673 8271 140 to learn more about our offerings.