The BIBF takes pride in launching a series of Executive Education programmes within the Leadership & Management Centre, where participants expand their business acumen through workshops in key areas, while benefiting from the expertise of global speakers from a wide variety of industries, functional areas, cultures, and geographical regions.

In an increasingly complex global business environment, leaders will strive to look for ways to stay ahead of the crowd and make meaningful change, ensuring continued need for high-quality education. Executive Education is a significant tool for global businesses to nurture top leadership talent. It offers executives new knowledge to enhance skills and gives them the opportunity to acquire new perspectives.

Executive Education programmes are designed to address real-world business needs that best help executives – and provide the best return on investment. This is exactly the approach implemented by BIBF: Real World, Real Learning. At the BIBF, we partner with executives and educators to resolve real business issues, build capabilities and prepare for the future.
TRANSFORMING ORGANISATIONAL CULTURE THROUGH CONTINUOUS IMPROVEMENT

Businesses are required to adapt to volatility and uncertainty as a way of life. Even the strongest organisations face the challenge of delivering a compelling and consistent customer experience. Organisations grapple to achieve quality, speed and customer satisfaction combined with operational efficiency and a motivated workforce.

Lean Six Sigma (LSS) has an unparalleled reputation as a methodology that delivers significant business results, improves customer satisfaction and enables effective organisational culture. It helps companies solve tough problems, fosters innovation and helps firms to go through change productively.

The course trains senior managers on ways to create a culture of continuous improvement in their firms by actively involving employees in improvement initiatives, developing in them a sense of ownership and accountability and an engaged workforce. Participants will gain the knowledge to improve processes, reduce costs and improve revenues.

“Excellent firms don’t believe in excellence - only in constant improvement and constant change.” Tom Peters
Main Topics

- Definition of Lean Six Sigma and its importance, benefits, and objectives
- Description of Lean Six Sigma frameworks to identify waste, and reduce defects and deviation
- Ways to obtain Voice of Customer and undertake the right projects to reduce customer pain points
- Application of DMAIC structured approach, tools and techniques to implement the right projects
- Selection of relevant metrics to measure, track and sustain improvement efforts
- Creative ways of engaging employees at different level to adopt a customer-centric mindset

Learning Objectives

Upon successful completion of this course, participants will be able to:

- Define Lean Six Sigma (LSS) methodologies, its applications and uses
- Understand how quality benefits employees, the organisation, and customers
- Recognise how LSS helps in reduction of operating costs, cycle time and non-value-added activities
- Learn to deploy relevant enterprise-wide transformation programmes using LSS methodology
- Apply the commonly used quality tools and techniques for problem solving and process improvement.
- Raise organisational performance by creating customer-centric and service mindsets

Trainer: Shalini Vaz, a seasoned banker, management professional, executive trainer and process improvement consultant. She has over 24 years of experience in the GCC and Levant and has held senior positions in Standard Chartered Bank, across a multiple range of disciplines. She is a certified Black Belt in Lean Six Sigma and a Quality Management specialist who has driven several transformational projects.

Dates: 05-06 April & 08-09 Oct 2017
Timings: 09:00am-3:00pm
No. Of Hours: 6 hours per day x 2 days
Fees: BD 580/-

"The Lean Six Sigma was a revolutionary course which opened me to new ways of thinking and improving all aspects of the business”- Hussain Yusuf-Quality and Control Team. Operation Leader, Amex
MANAGING BANK CENTRAL OPERATIONS PRODUCTIVITY, QUALITY & COSTS - SIMULATION BASED WORKSHOP

“Work smarter - not just harder” to improve the effectiveness and efficiency of your bank’s central operations departments, processes and staff.

This unique learning experience contains an exciting and highly realistic, computer-based simulation of 5 typical central operations departments.

“This Central Operations Simulation-Based Training is extremely realistic and showed us alternative ways to optimise productivity, quality, capacity and costs within our Loan, Payments and Trade Operations Departments.” Mohammad Qureshah, Executive Vice President, Riyad Bank, Saudi Arabia
Main Topics

- Excellence in Banking Operations
- Productivity Measurement & Improvement - 11 ways to increase operational efficiency
- Quality Measurement & Improvement
- Capacity Planning - forecasting transaction volumes; staff scheduling
- 23 Ways to Increase Processing Capacity
- Cost Analysis & Reduction - 12 ways to reduce costs
- Staff Competency Matrices, Key Performance Indicators & Balanced Scorecards
- Dilmun Bank Central Operations Case-Study™ & Computer-Based Simulation™ covering the following 5 Departments: Local Payments; International Payments; Loan/Murabaha Operations; Trade Finance Operations & Treasury Operations
- Teams of 3 or 4 participants will compete to optimise productivity, quality, processing capacity, staff and costs over 7 simulated monthly periods
- Productivity Improvement Templates - to help participants easily apply their new skills
- Action Planning - to prioritise improvements to participants’ departments, processes & staff

Learning Objectives

To show participants how to significantly improve the effectiveness & efficiency of their Banks’ Central Operations Departments, Processes & Staff.

Previous participants have successfully increased Departmental productivity by between 10% and 25% within 6 months of attending this high value training.

Trainer: Alan Speed, MSc, PMP & Six Sigma Black Belt. Alan was formerly with Bank of America and also Head of Management Development at BIBF.

Trainer: Stan Bennett, BSc, Lean Six Sigma Master Black Belt. Stan was formerly responsible for productivity & quality improvement within Lloyds Banking Group. During the past 25 years, Alan & Stan have developed and delivered simulation-based training programmes for more than 300 banks operating within the United Kingdom, Europe, Bahrain, Saudi Arabia, Kuwait, Qatar, Oman & U.A.E.

Timings: 8.30am to 5.30pm
No. Of Hours: 24 hours
Fees: BD 870/-
RETAIL BRANCH MANAGEMENT SIMULATION-BASED WORKSHOP

Even in today’s digital and social media world, retail banks still need branches to attract, develop and retain customers. Smart phones, call centres, ATMs, CDMs and internet banking make life easier for existing bank customers - but they are not particularly effective at signing up new customers or cross-selling additional banking products and services.

This unique workshop contains a highly realistic, computer-based simulation that will improve the skills and effectiveness of your bank’s branch managers.

“This training was of immense value to our 96 Branch Managers & 12 Area Managers. It resulted in increased sales, greater customer satisfaction and enhanced staff skills”

General Manager Retail Banking, Saudi British Bank (HSBC Group)
Main Topics

• Achieving excellence in retail branch banking
• Roles & responsibilities of branch managers
• Business development & sales management
• Setting & cascading sales targets
• Running morning motivational meetings
• Training, performance monitoring & coaching of branch staff
• Branch operations control, risk management & compliance
• Manama Branch Case-Study™ & Computer-Based Simulation™
• Teams of course participants compete to improve Manama Branch™ sales, revenues, customer satisfaction & staff competencies over a simulated period of 2 years
• Action planning - to enhance the performance & profitability of participants’ branches

Learning Objectives

To help Branch Managers improve the profitability of their branches by:

• Analysing the performance & potential of their branch
• Effectively allocating time & resources to branch leadership, business development, sales management, financial management, customer service, staff development, branch operations, risk control & compliance activities

Trainer: Alan Speed, MSc, PMP & Six Sigma Black Belt. Alan was formerly with Bank of America and also Head of Management Development at BIBF.

Trainer: Stan Bennett, BSc, Lean Six Sigma Master Black Belt. Stan was formerly responsible for productivity & quality improvement within Lloyds Banking Group. During the past 25 years, Alan & Stan have developed and delivered simulation-based training programmes for more than 300 banks operating within the United Kingdom, Europe, Bahrain, Saudi Arabia, Kuwait, Qatar, Oman & U.A.E.

Dates: 05–07 Mar 2017 & 05–07 Nov 2017
Timings: 8:30am to 5:30pm
No. Of Hours: 24 hours
Fees: BD 870/-
Innovation is a key component of success in today’s modern business environment. Market forces are continually changing and organisations that fail to evolve and keep up a pace of innovation frequently lose market share and competitive advantage.

Senior leaders in organisations need to learn to think like entrepreneurs and develop skills to lead creative and effective problem solving. These skills provide the flexibility to adapt to whatever market conditions a business faces. The NLP Innovator course further explores how to develop a culture of innovation and entrepreneurial-style thinking within a team.

The course is led by Neil Almond, one of the UK’s most respected NLP Master Trainers. Neil has worked with some of the world’s foremost entrepreneurs, including Sir Richard Branson. He was also Success Coach on the Arab-innovation show Stars of Science (MBC4).

“An entrepreneur is an innovator, a job creator, a game-changer, a business leader, a disruptor, an adventurer.”

Sir Richard Branson
Main Topics

NLP is a fundamental change modality with models that accelerate innovative thinking and problem-solving. The course offers proven techniques to help executives examine their own entrepreneurial style and their ability to delegate to achieve continual innovative improvements being made throughout the organisation. Participants are encouraged to work on a relevant workplace project. In addition to organisational application, this course examines innovation skills for social and community purpose.

Learning Objectives

Upon successful completion of this course, participants will be able to:

The course will help students to explore the attitudes and behaviours associated with effective innovation and entrepreneurship. Students will learn techniques to encourage a solutions-based approach within their team and will discover a number of NLP based problem-solving techniques used successfully by leaders to stimulate innovation and creativity.

Trainer: Neil Almond

Dates: 16 -18 May 2017
Timings: 08:00am-03:00pm
No. Of Hours: 7 hours per day x 3 days
Fees: BD 870/-
THE NLP CHANGE LEADER
NLP Skills to Successfully Manage Change

In the current business environment change is perhaps the only constant. And yet, very few organisations and leaders know how to manage it effectively. This course aims to provide managers and executives with an understanding of how change happens, what the major barriers to change are, and how to lead individuals and teams through an effective change process. It seeks to equip change agents with the understanding and tools to enable them to successfully manage change projects, be these cultural, strategic or operational.

The course is led by Neil Almond, one of the UK’s most respected NLP Master Trainers. Neil has worked with some of the world’s foremost entrepreneurs, including Sir Richard Branson. He was also Success Coach on the Arab-innovation show Stars of Science (MBC4).

“The ones who are crazy enough to think that they can change the world are the ones who do.”

Steve Jobs
Main Topics

NLP is a fundamental change modality. Most change management is thought of in terms of systems, procedures, and models. In truth, however, a large part of successful change is about managing people. This course helps leaders to map a full change project: setting objectives, predicting and mitigating risks, leading through change and understanding the psychology of change. Participants will be encouraged to work on a specific change project relevant to their workplace or interests.

Learning Objectives

Upon successful completion of this course, participants will be able to:

The course will help students to define the key stages of a change project and to understand how the psychology of change can impact individual and team behavior. It will help leaders to create and communicate a compelling and effective change vision and will explore how motivation is effected by prolonged periods of change. A range of proven models are provided.

Trainer: Neil Almond

Dates: 28 - 30 Mar 2017
Timings: 08:00am-03:00pm
No. Of Hours: 7 hours per day x 3 days
Fees: BD 870/-
THE SUCCESSFUL MINDSET FOR LEADERS

Why is it that some people seem to shine in any sphere in which they choose to exert themselves, and others cannot manage even a glimmer despite obvious talent? Research shows that it’s the way that they think about their ability that really counts.

Every leader has the ability to make their future as successful as they wish, but certain limiting beliefs in the mind often constrain us from reaching our true potential in life. Limiting beliefs are false beliefs that we acquire from our experiences and the environment around us as a result of making incorrect conclusions about certain things in life.

Such negative beliefs often impact us to make limiting decisions that prevent us from seeing the endless opportunities of success all around us.

"Whether you think you can, or think you can’t, you’re right” Henry Ford
Main Topics

This course will help you understand the power of the mind and how you can control your thoughts as a leader to work in your favour rather than against you. It will help you understand how to shift from negative thoughts to positive thoughts that will help you make decisions with clarity and increase your awareness about yourself on your journey of success as a leader.

Learning Objectives

Upon successful completion of this course, participants will be able to:

The objectives of this course is to help you overcome your limiting beliefs and control your thoughts and emotions to work in your favour rather than against you as a leader. It will increase your awareness about yourself and those around you which will help you deal with people and situations in a wiser manner.

Trainer: Fahad Sarwani

Date: 07-8 May & 19-20 Nov 2017
Timings: 09:00am-4:00pm
No. Of Hours: 7 hours per day x 2 days
Fees: BD 580/-
LEADERSHIP MASTERMIND WORKSHOP

This Mastermind group is rooted in the work of John Maxwell; named the No.1 Leadership and Management Expert in the world by Inc. Magazine in May 2014. The aim of this three-day workshop is to examine some nuggets from John’s bestselling work ‘Leadership Gold’, and use these extraordinary insights to help us become more effective leaders.

We will use case studies, application exercises and mentoring techniques to bring these principles to life and incorporate them step by step into our leadership toolbox. We will heavily utilise group discussion to generate ideas or suggestions by sharing opinions and experiences. Participants will learn principles applicable directly to challenges in the workplace.

“A leader is one who knows the way, goes the way, and shows the way.”
John C. Maxwell
Main Topics

We will cover:
- If it’s lonely at the top, you are not doing something right
- The toughest person to lead is always yourself
- Defining moments define your leadership
- Never work a day in your life
- The best leaders are listeners
- Get in the zone and stay there
- A leader’s first responsibility is to define reality
- To see how the leader is doing, look at the people

Learning Objectives

Upon successful completion of this course, participants will be able to:
- Understand what defines their leadership
- Have a personalised self-development plan to improve effectiveness
- Engaged with peers and benefitted from shared experiences and novel solutions
- Understand how to overcome criticisms of their leadership
- Know that followers reflect the quality of a leader

Trainer: Ashim Kumar, Certified Maxwell Coach, Trainer and Presenter with over 25 years of international experience in leadership and people development.

Dates: 10–12 Sept 2017
Timings: 8:30am-3:30pm
No. Of Hours: 7 hours per day x 3 days
Fees: BD 870/-
LEADING THROUGH CHANGE WORKSHOP

This is perhaps one of the biggest tests a leader will face; how to take people out of their comfort zones and willingly embrace a new reality. If the change is to succeed, three aspects must come together; the ‘right’ team, the ‘right’ leader and the ‘right’ communications. Failure to get any one, or more, of these correct will lead to an expensive disaster.

Our aim is to equip leaders with the skills and knowledge to ensure success in this process.

We will explore:
- Successful behaviours during times of change,
- Techniques to build and lead an appropriate team;
- Crucial skills when communicating key messages.

“No man will make a great leader who wants to do it all himself or get all the credit for doing it.” Andrew Carnegie
Main Topics

We will cover:
• Leading oneself before leading others
• Selecting the right team for periods of change
• Criteria for choosing your ‘inner circle’
• The role of the leader as a connector
• Navigating the path to success
• The power of perception.
• Negotiating and coaching your way through change
• Case study on leading cultural change

Learning Objectives

Upon successful completion of this course, participants will be able to:
• Understand the connection between self-leadership, team-building and effective communication
• Have a personalised plan to improve effectiveness
• Know how to pick the right team
• Harness the power of effective communication in change leadership
• Engaged with peers and benefitted from shared experiences

Trainer: Ashim Kumar, Certified Maxwell Coach, Trainer and Presenter with over 25 years of international experience in leadership and people development.

Dates: 17–19 Sept 2017
Timings: 8:30am-3:30pm
No. Of Hours: 7 hours per day x 3 days
Fees: BD 870/-
LEADERSHIP FUNDAMENTALS

The course is designed for participants who are preparing to take on leadership roles. The aim is to raise awareness in the field of leadership and personal development. Participants will be introduced to the concept of leadership as the key driver of organisational performance; and the factors which determine relationships with others, both within the team and external to it.

We will use case studies, video and role playing, to merge knowledge with commercial reality. Our aim is to equip young leaders with the skills and knowledge to ensure success in their new roles.

“Leadership and learning are indispensable to each other.”

John F. Kennedy
Main Topics

We will cover:

• The development of leadership approaches and their relevance today
• The personal qualities of successful leaders and approaches to assessing personality
• Building successful teams
• The importance of communication for effective leadership
• Leading diverse teams of talented people
• The leader’s role and challenges in managing stakeholders
• Real experiences and their outcomes
• Hallmarks of good leadership

Learning Objectives

Upon successful completion of this course, participants will be able to:

• Understand leadership as an aspect of behaviour and personality
• Identify and utilise the building blocks of successful teams
• Understand the power of diversity within teams
• Recognise how to lead effectively through conflicting stakeholder needs
• Understand their personal strengths and areas for improvement

Trainer: Ashim Kumar, Certified Maxwell Coach, Trainer and Presenter with over 25 years of international experience in leadership and people development.

Dates: 13-14 Sept 2017
Timings: 8:30am-3:30pm
No. Of Hours: 7 hours per day x 2 days
Fees: BD 580/-
COMPETENCY AND TALENT MANAGEMENT

The Competency and Talent Management workshop is a comprehensive three-day fast track training which enables you to design, develop and implement the competency framework within organisations. This workshop will help you to gain the knowledge and skills to develop customised competency dictionaries for best fit purposes in your organisation.

This ILM accredited workshop qualifies you to join a select group of competency professionals, who are recognised internationally for their expertise.

**Designed for those responsible for the development of Competency Framework - Impact will be in these areas:**
- Speaking in conferences on competency
- Dealing with senior executives/top management

“Talent wins games, but teamwork and intelligence wins Championships.”

Michael Jordan
Main Topics

• Module 1 - Competency Model
• Module 2 - Methods of Competency Profiling
• Module 3 - Competency Dictionary & Position Profile
• Module 4 - Competency Assessments & Verification
• Module 5 - Talent & Career Management
• Module 6 - Learning & Development
• Module 7 - Implementing & Enabling Success.

Learning Objectives

Upon successful completion of this course, participants will be able to:

• Develop competency model and framework
• Identify methods of competency profiling
• Describe competency assessment methods
• Map and validate Position Competency Profiles
• Integrate competency into HR processes
• Must know hands on skills to write and apply competencies at workplace

Prior knowledge: knowledge of competency and its application
Model Reference - SMR’s PAGE Framework®

Trainer: Ms. Jayasree Gopalakrishnan

Dates: 12-14 Nov 2017
Timings: 8:30am-3:30pm
No. Of Hours: 7 hours per day x 3 days
Fees: BD 870/-
CONTACT US

+973 1781 5555 / 5543
+973 1772 9928
Info@bibf.com or l&m@bibf.com