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INSTITUTE OF BANKING STUDIES

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FranklinCovey Emerging Leaders Program (Group 2)

Custom Program by KIBS

5 February - 25 May 2023

5 Modules – with 50 hours of hybrid training





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INTRODUCTION

FranklinCovey is the world's most trusted provider of leadership solutions that unleash the full potential of leaders and their teams.

They provide learning solutions based on 30+ years of research and refinement to help leaders pursue key opportunities for professional development.

FranklinCovey unique approach combines powerful content based on research and development, expert consultants, and innovative technology that supports and reinforces lasting behavior change. Lasting behavior change begins from the inside out—with who you are and how you see things. This translates into how you engage and lead others. This program based on timeless principles of human effectiveness, is designed to help people change both.

The Institute of Banking Studies became the Preferred Partner with FranklinCovey as working together to build the power skills for personal and interpersonal effectiveness for leaders and their teams.

PROGRAM OBJECTIVE

The leaders will see their potential to engage others, expand their impact, create collective action and deliver breakthrough results for their banks.





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FranklinCovey Emerging Leaders Calendar 2023

MODULE	DELIVERY METHODOLOGY	ASSESSMENT	START DATE	END DATE	DURATION
Onboarding	Online		25 th Jan		@11:30am 1 hour
M1: The 7 Habits of Highly Effective People	FC Consultant – In Class @ KIBS + On Demand	360 Assessment	5 th Feb	2 nd Mar	4 weeks
M2: Speed of Trust Foundation	On Demand	180 Assessment	5 th Mar	23 th Mar	3 weeks
M3: The 6 Critical Practices of Leading a Team	On Demand		26 th Mar	13 th Apr	3 weeks
M4: Leading Customer Loyalty	On Demand	180 Assessment	16 th Apr	11 th May	4 weeks (with Eid Holiday)
M5: Multipliers	On Demand		14 th Apr	25 th May	2 weeks

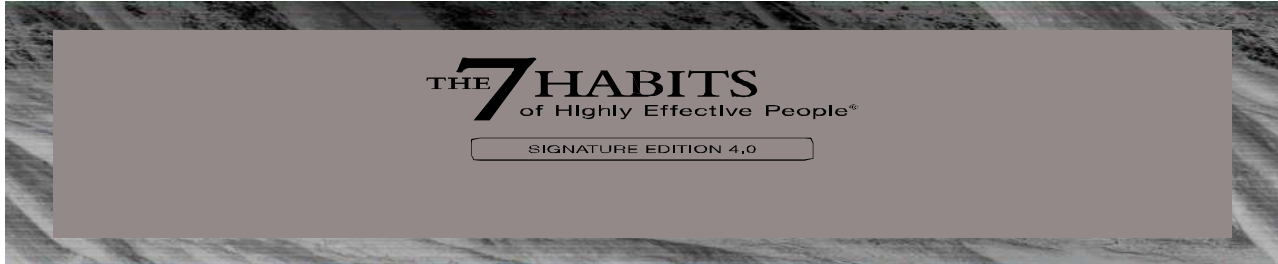


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Build leaders at every level in your organization.

M1: The 7 Habits of Highly Effective People

Renowned as the world’s premier personal leadership development offering, the new 7 Habits of Highly Effective People Signature Edition 4.0 aligns timeless principles of effectiveness with modern technology and practices.

No matter how competent a person is they will not have sustained and lasting success, unless they are able to effectively lead themselves, influence, engage and collaborate with others and continuously improve and renew their capabilities. These elements are at the heart of personal, team and organizational effectiveness.

The 7 Habits of Highly Effective People® Signature Edition 4.0 is the proven personal leadership operating system. It develops leadership effectiveness at three levels:

1. INDIVIDUAL

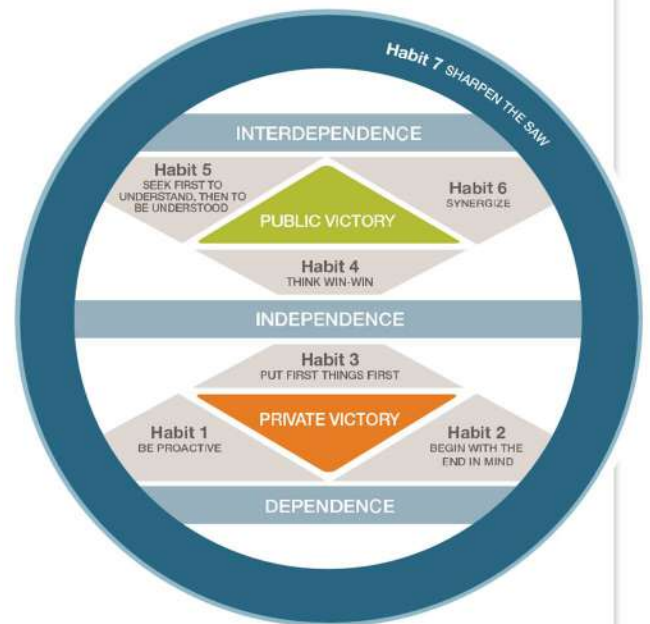
- Develop increased maturity, greater productivity, and the ability to manage one’s self.
- Execute critical priorities with laser-like focus and careful planning.

2. TEAM

- Increase team engagement, morale, and collaboration.
- Improve communication skills and strengthen relationships.

3. ORGANIZATIONAL

- Create a framework for developing core values and creating a highly effective culture.
- Develop current and high-potential leaders that model both competence and character.





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THE 7 HABITS OBJECTIVES

HABIT

PARTICIPANTS WILL:

HABIT 1: BE PROACTIVE®

- Focus and act on what they can control and influence, instead of what you can't.

HABIT 2: BEGIN WITH THE END IN MIND®

- Define clear measures of success and a plan to achieve them.

HABIT 3: PUT FIRST THINGS FIRST®

- Prioritize and achieve their most important goals, instead of constantly reacting to urgencies.

HABIT 4: THINK WIN-WIN®

- Collaborate more effectively by building high-trust relationships.

HABIT 5: SEEK FIRST TO UNDERSTAND THEN TO BE UNDERSTOOD®

- Influence others by developing a deep understanding of their needs and perspectives.

HABIT 6: SYNERGIZE®

- Develop innovative solutions that leverage diversity and satisfy all key stakeholders.

HABIT 7: SHARPEN THE SAW®

- Increase motivation, energy, and work/life balance by making time for renewing activities.

THE 7 HABITS PROCESS

The 7 Habits of Highly Effective People Signature Edition 4.0 helps participants not only learn, but use processes and tools to live and apply the 7 Habits.

PREPARE

- 7 Habits® Assessment

LEARN & PRACTICE

- 7 Habits® Work Session

LIVE

- Complete the 7x7 Contract™
 - Use the *Living the 7 Habits*® App and 7 Habits Card





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SPEED
OF
TRUST.
FOUNDATIONS

M2: Speed of Trust Foundation

Trust: Today's Critical, Learnable Competency

Trust is the new currency in today's connected, collaborative world. Contrary to what most people think, creating trust is a learnable skill. When trust is low, individuals become suspicious of each other, their boss, and of the organization. They guard communication, speculate, and disengage. As a result, productivity grinds to a crawl and costs increase.

When trust is high, communication, creativity, and engagement improve. Productivity speeds up and costs decrease as attention is redirected toward objectives instead of suspicion and frustration.

In the *Speed of Trust* Foundations work session, individuals become competent in using the framework, language, and behaviors that lead to high-trust teams and organization.

Everyone contributes to a high-trust organization

In the *Speed of Trust* Foundations work session, individuals identify and address "trust gaps" in their personal credibility and relationships at work. Using "real work" situations in the work session, participants:

- Practice the 13 Behaviors of High Trust to develop, restore, and extend trust.
- Create a Trust Action Plan to increase personal credibility and influence.
- Practice communicating transparently, respectfully, and directly.
- Identify how to extend appropriate levels of trust with co-workers.
- Improve their track record of keeping commitments a Peer Accountability Process.



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“You may not be able to control everything, but you can influence certain things. Trust starts with you. “

STEPHEN M. R. COVEY (Author, *The Speed of Trust*)

The Speed of Trust Foundations work session gives participants the language, behavior, and tools they need to increase their personal credibility and develop trusting relationships that lead to sustainable results.

As a result of this work session, participants will be able to:

- **THE CASE FOR TRUST:** Build their own case for trust by identifying the impact of Trust and Trust Dividends on their current work projects.
- **SELF TRUST** (The principle of credibility): Model trust through character and competence and take responsibility for increasing their own personal credibility.
- **RELATIONSHIP TRUST** (The principle of behavior): Replace counterfeit behaviors with the 13 Behaviors of High Trust to develop, restore, and extend trust in key relationships.





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M3: The 6 Critical Practices of Leading a Team



THE 6 CRITICAL PRACTICES FOR LEADING A TEAM™



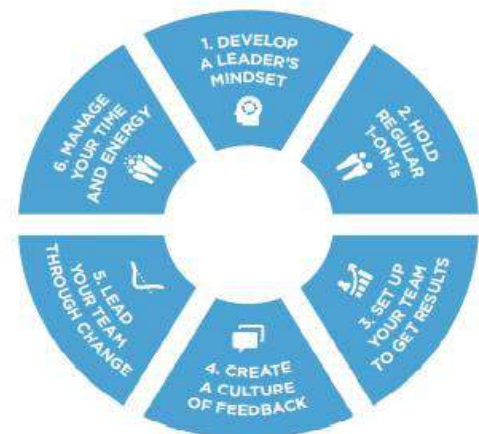
The Challenge For First-Level Leaders

First-level leaders make a significant impact on every metric in your business: employee productivity and engagement, customer satisfaction and loyalty, innovation, and financial performance. They are the creators and carriers of culture for their teams and directly influence whether top talent stays or leaves. They are frequently responsible for the quality of the customer experience, and first-level leaders and their teams are the biggest sources of product and process innovation. Your first-level leaders are the “Difference-Makers” in your business.

The role of the first-level leader has always been tough and today’s realities make the role even tougher. People skills typically account for 80 percent of success in this role. Yet many people are promoted because of their technical capabilities. Both new and experienced first-level leaders can struggle when it comes to excelling at leading teams in today’s workplace.

Introducing *The 6 Critical Practices For Leading A Team*

This solution equips first-level leaders with the essential skills and tools to get work done with and through other people. The program is ideal for new first-level leaders who need to transition successfully from individual contributors to leaders of others. It also applies to leaders who have been in their roles for some time, and are looking for practical and relevant guidance on how to effectively lead and manage their teams.





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Problem	Solution
<ul style="list-style-type: none"> Emerging leaders need to learn more about being a leader. 	<ul style="list-style-type: none"> Fast-tracks development of emerging leaders.
<ul style="list-style-type: none"> New team leaders need the foundations of leadership. 	<ul style="list-style-type: none"> Equips leaders with the basic skills and tools every manager needs but few receive.
<ul style="list-style-type: none"> Existing frontline leaders need a refresher on the basic skills of leading others. 	<ul style="list-style-type: none"> Level-sets leadership skills across an organization so that all managers use a common skillset and toolset.

Objectives

The 6 Critical Practices for Leading a Team is a special collection of carefully curated content from proven FranklinCovey offerings. The repurposed mindsets, skillsets, and toolsets provide first-level leaders with relevant and practical resources to help them excel in this tough and demanding role.

PRACTICE	OBJECTIVE
DEVELOP A LEADER'S MINDSET	Explore the critical mindset shifts that will maximize your success as a leader of others.
HOLD REGULAR 1-ON-1s	Increase engagement of team members by conducting regular 1-on-1s, deepen your understanding of team member issues, and help them solve problems for themselves.
SET UP YOUR TEAM TO GET RESULTS	Create clarity about team goals and results; delegate responsibility to team members while providing the right level of support.
CREATE A CULTURE OF FEEDBACK	Give feedback to develop team member confidence and competence; improve your own performance by seeking feedback from others.
LEAD YOUR TEAM THROUGH CHANGE	Identify specific actions to help team members navigate and accelerate through change and achieve better performance.
MANAGE YOUR TIME AND ENERGY	Use weekly planning to focus on the most important priorities, and strengthen your ability to be an effective leader by applying the 5 Energy Drivers.





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M4: Leading Customer Loyalty



“Always treat your employees the way you would want them to treat your best customers.”

STEPHEN R. COVEY

You Want To Improve Customer Loyalty?

First, win the hearts of the people serving your customers. More than 70% of what makes a customer experience great is based on the behavior of frontline employees. If they are enthusiastic promoters of your organization, your customers are a lot more likely to be promoters too. Employees must feel like **valued members** of a **winning team** pursuing an **important mission**. It takes a leader to inspire and lead them to accomplish this.

Leading Customer Loyalty is a one-day work session for frontline managers to learn the principles and practices needed to win the hearts of employees and customers. Managers leave with a clear understanding of how to model, teach, and reinforce **empathy**, **responsibility**, and **generosity** through six essential practices:



MODEL . TEACH . REINFORCE

1. Making a human connection
2. Listening to learn
3. Discovering the real job to be done
4. Following up to strengthen the relationship
5. Sharing information openly to help everyone win
6. Surprising with unexpected extras





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PROBLEM	SOLUTION
<ul style="list-style-type: none">• The customer experience is inconsistent while customer expectations for service have never been higher.• The most critical customer service people are the least empowered employees.• Frontline managers lack a clear understanding of how to model, teach, and reinforce the behaviors needed to earn customer <i>and</i> employee loyalty.	<ul style="list-style-type: none">• Based on 20 years of research and hands-on learning with a wide range of organizations, FranklinCovey's <i>Leading Customer Loyalty</i> solution is a unique approach to building employee loyalty first, and then customer loyalty.• Frontline managers are certified through leading 11 Loyalty Huddles with their team.• In most organizations, less than a 1% improvement in customer or employee loyalty pays for the solution.

In the *Leading Customer Loyalty* work session, managers learn how to:

- Make genuine human connections.
- Listen and communicate with empathy.
- Discover the real “job to be done” for customers *and* employees.
- Follow up to learn how to improve and resolve concerns.
- Give and receive feedback that builds people up.
- Inspire the team to share their best thinking and ideas.
- Run effective loyalty team huddles.





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LIZ WISEMAN'S

MULTIPLIERS[®]

HOW THE BEST LEADERS IGNITE EVERYONE'S INTELLIGENCE



What's holding your team back from better results?

Under pressure to deliver results in good times and bad, leaders face a variety of challenges:

- We can't hire, but we need to grow.
- We need everyone's best, but people are burned out.
- We're okay today, but we're not ready to compete tomorrow.
- We have the best talent, but they're not engaged.

In these circumstances, leaders can't afford to waste talent. They need people to innovate, to solve problems, to deliver results—and to be excited and engaged as they do so.

Introducing *Multipliers: How the Best Leaders Ignite Everyone's Intelligence*

In her research, leadership expert Liz Wiseman made a crucial discovery: There's far more intelligence and energy inside organizations than we realize. Leaders are key to unlocking these capabilities. FranklinCovey has partnered with Liz Wiseman to develop a new solution that enables leaders to become Multipliers who:

- Access and use the untapped capabilities on their teams.
- Rekindle energy and enthusiasm as teams achieve stronger results.
- Innovate by encouraging new and bold thinking.
- Break through to new levels of performance by amplifying people's intelligence.

Multipliers deliver stronger results as people grow and teams excel.

CHALLENGE	SOLUTION
Leaders rely on their own intelligence and capabilities.	Leaders access and use the untapped capabilities of their teams.
Leaders create tense work environments, which inadvertently shut down people's contributions.	Leaders create space and encourage bold thinking and smart risk-taking.
Leaders overstretch people by repeatedly asking them to do more with less.	Leaders offer right-size challenges that build people's capabilities without burning them out.





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Deliver Results by Igniting Untapped Intelligence

Multipliers is available in multiple learning modalities (Live In-Person, Live-Online, On Demand). In all modalities, leaders who participate do real work and walk away with immediate actions to grow intelligence and engage people in addressing the organization's most important problems.

SECTION	OUTCOME / OBJECTIVE
THE MULTIPLIER EFFECT	Leaders realize how they inadvertently shut down intelligence and capability despite their best intentions. They identify practical actions to reduce the impact of their Accidental Diminisher tendencies on others.
ASK BETTER QUESTIONS	Leaders ask questions that focus everyone on the right problems and opportunities. Progress accelerates and teams are quicker to find the best solutions.
LOOK FOR GENIUS	Leaders unlock people's natural aptitudes at work, resulting in rekindled energy and enthusiasm as teams achieve stronger results.
CREATE SPACE FOR OTHERS	Leaders moderate their own contributions so others can speak up, debate, learn from mistakes, and find more bold ways to innovate.
OFFER BIGGER CHALLENGES	Leaders offer team members the right-size stretches that help them grow and break through to new levels of results.



PRODUCT INCLUDES

- Participant guide
- Multiplier Moments Tool
- Accidental Diminisher tendency cards
- Experiment cards
- Facilitator kit and Virtual Certification tools
- For All Access Pass® clients, a 6-week Jhana® performance-support series





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IDEA FOUNTAIN



ALWAYS ON



RESCUER



PACESETTER



RAPID RESPONDER



OPTIMIST



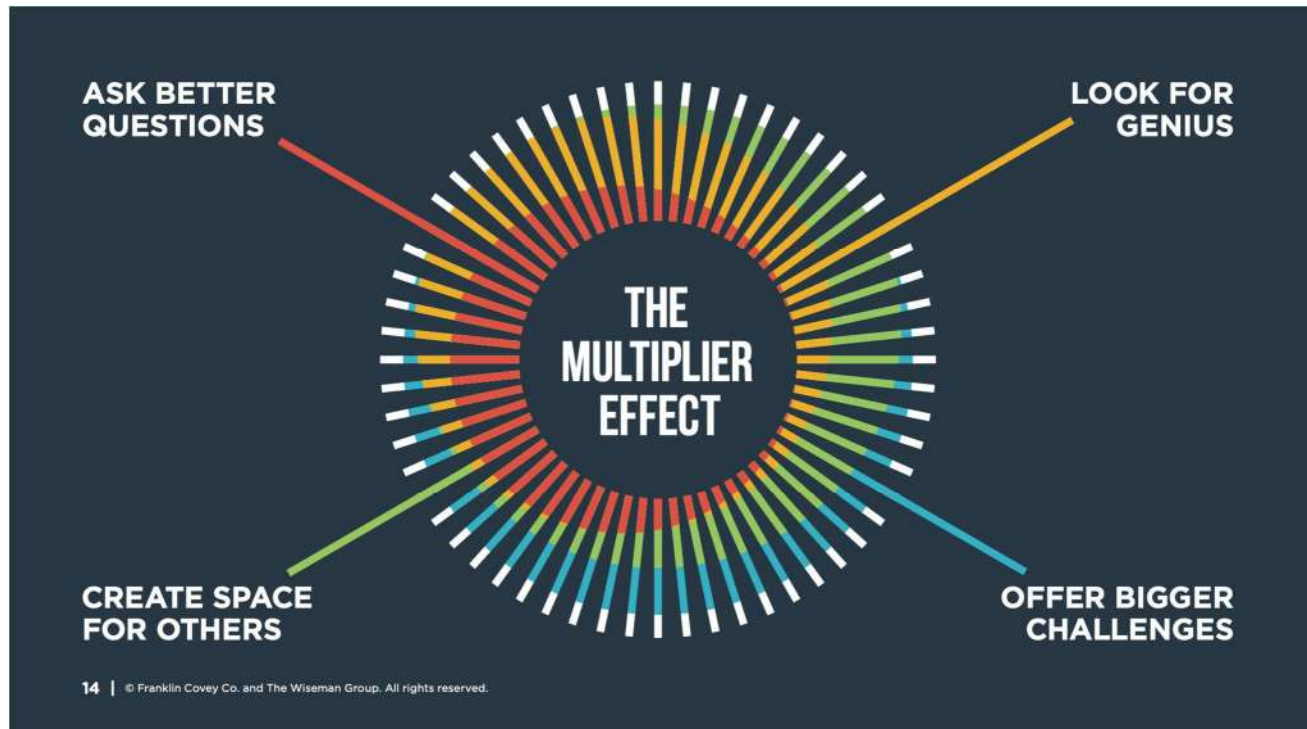
PROTECTOR



STRATEGIST



PERFECTIONIST





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Eligibility for Admission

Participants should meet the following requirements:

- Executive role, Manager, Leader or in senior position **with min 5 years** of experience
- Fluent in English language
- Committed to the program by attending the training sessions and engaging in the activities
- Committed to do the pre-class assessments and the homework reading material /cases

Certification

Attending the first two days of M1 as face to face training and completing tasks is pre-requisite of Certificate issue by FranklinCovey and KIBS

Timings

The training program on 5-6 Feb, 2023 at KIBS will be held from 8:30 am to 3:30 pm, while the On Demand programs will be held on the FC- KIBS platform (access will be given to each participants in the orientation day)

Methods

Hybrid Training (in class, live online, on demand) by Lecture-discussion, exercises, and role playing methods will be used in this program

Duration

50 training hours over a period of 4 months

Note:

Final decisions of participants' acceptance will lay with the Institute of Banking Studies KIBS and FC



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Nominations

Nomination forms need to be sent to KIBS maximum by 17 January, 2023.

FOR INQUIRIES & REGISTRATION

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