

Classroom & Online Training

DEFINING MOMENTS IN ETHICS

Level: Advanced

An ethical decision typically involves choosing between two options: one we know to be right and another we know to be wrong. A defining moment, however, challenges us in a deeper way by asking us to choose between two or more ideals in which we deeply believe where both can be right. How then should we choose the “optimum” right decision?

This programme has been designed specifically for Senior Management and Directors of banks. By the end of it, participants will be able to:

- Reflect on the fundamental behaviours that create an agile mindset when disruption strikes
- Develop the capacity to rewire their mindset to exercise critical thinking
- Discover the cognitive biases that impair judgment in a crisis
- Assess whether their staff are bulletproof for disruption or during moments of crisis

Programme Description

On the fateful day of 23 September 1985, 15 armed pirates landed on the coast of Lahad Datu, Sabah, Malaysia and stormed into the town. They shot at random, killing at least 21 people and injuring 11 others. The pirates tried to rob a bank by blowing up the vault, but the explosives were ineffective. Out of frustration, they kidnapped 2 staff of a local bank before leaving Lahad Datu in their speed boats.

Two hours later, the Branch Manager of the bank in Lahad Datu received a call from the pirates demanding USD 1 million to secure the release of both staff. The Board of the bank had been notified and they appointed the Senior Regional Director of the bank in Kota Kinabalu, Mr Sam, to negotiate with the terrorist. The Board informally whispered to Mr Sam that he should not negotiate beyond RM 2 million to avoid any possible sanctions from the government for abetting kidnapping and terrorism. As the events of the story unfolds, put yourself in the shoes of Mr Sam and think about how you would resolve defining moments like this one.

Programme Outline

The programme reflects on tools for making critical judgment during a defining moment. A defining moment is a point in your life when you are urged to make a pivotal decision or when you experience something that fundamentally changes you, i.e. they have a transformative effect on your perceptions and behaviour. There are no best practices or leadership manuals to refer to, not even sound counsel. It is down to your own personal values and leadership instincts to manage an almost impossible situation.

The programme uses a real-life situation that happened to a senior bank manager during a defining moment. By using real life events, the programme enables you to understand and answer questions that call for a deeper understanding of your values and belief systems and how they affect your decisions regarding your staff, peers, board members, organisation and society.

Programme Delivery

- This half-day programme can be delivered via face-to-face classroom or webinar
- Date: 29 September 2020 (**Webinar**)
- Time: 9.00 am – 1.00 pm (**Half-day session with pre-reading materials**)

Programme Fees*

AICB Members – MYR 850 | Non-AICB Members – MYR 1,150

(*Subject to 6% Service Tax)





WHAT ARE THE ETHICAL IMPLICATIONS THAT COME WITH INDIRECTLY SUPPORTING THE BUSINESS OF KIDNAPPING EVEN IF THAT WAS NOT YOUR INTENTION?

For more details, kindly contact:

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