

THE MANUAL DOESN'T COVER THIS.

The queue spikes. The system goes down. A document's missing. A customer's shouting about something nobody can quite pin down — and it's landed on your desk.

Your SOP says nothing about what to do in the next sixty seconds — **this workshop does.**



AGILE & VUCA TOOLKIT FOR BRANCH STAFF

A LEGO® SERIOUS PLAY® Workshop

Why building, not just talking? Because reading about pressure doesn't train you to handle it.

You'll build the actual moment — not discuss it — and what gets built here stays with you longer than a slide ever does.

 **19 Nov 2026**
9 AM – 5 PM

 **NIBAF,**
Islamabad

 **Fee: PKR 18,000**
(plus tax)



Target Audience

Branch Managers, Manager Operations, Relationship Managers, Credit Officers, other bank officers

Build
Solve
Grow



PROGRAM OUTCOME



1. Read the room before it reads you.

You'll build your own real moment under pressure, and learn to recognize Volatility, Uncertainty, Complexity and Ambiguity as they actually show up on your floor — not as four terms on a slide.



2. Watch it spread, before it does.

Every table's situation goes up on one shared board, side by side — and together you trace, live, how a problem in one area spills into the next.



3. Practice the call, not just hear about it.

Two live simulations let you test where to step in — before the real version shows up at your counter.



4. Leave with a method, not a memory.

Spot, Trace, Break, Move — a sequence your group builds and names, so it outlasts the slide deck.



5. Walk out with your next move already decided.

One real situation from your branch, 30 days out, and the exact step where you'll apply what you built today.



Trainer:

Mr. Syed Sajid Ali

Former Director of Learning & Development at NIBAF, following 24 years in economic research at the State Bank of Pakistan. An LSP Facilitator with experience designing and delivering several LEGO® SERIOUS PLAY® workshops for local organizations on diverse topics.

Real Challenges.
Hands-On Learning.



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