



## Courses for All Grassroots Leaders

### Practical Malay (Level 1)

This course introduces learners to simple Malay vocabulary for basic understanding of Malay conversations in the context of community engagement work.

CLASS DATE(S):

**6 & 7 Jan 2024**  
(Sat & Sun)

**13 & 14 Apr 2024**  
(Sat & Sun)

DURATION:

**2 days**

MODALITY:



**FACE 2 FACE**

### Building Relationships - House Visit Engagement Skills

This course equips learners with the ability to engage and build trust with residents. It focuses on equipping learners with the skills to build and strengthen relationships with residents in the context of house visits.

(This course includes a segment on e-learning for learners to access after the course to reinforce their learning. More details will be provided during the course.)

CLASS DATE(S):

**6 Jan 2024**  
(AM) (Sat)

**11 May 2024**  
(AM) (Sat)

DURATION:

**0.5 day**

MODALITY:



**BLENDED**

### Design Thinking for Creative Problem Solving

This course equips learners with knowledge and skills to apply a design thinking approach in their personal life. They will learn to adopt a human-centric approach through the Five-Step Design Thinking process; solve complex challenges creatively, re-evaluate existing practices and uncover unique insights through the lens of Design Thinking – a proven method for innovation and problem-solving.

CLASS DATE(S):

**14 Jan 2024**  
(Sun)

DURATION:

**1 day**

MODALITY:



**FACE 2 FACE**

# Essentials for Communicating Public Policies (1)

This course provides learners with essential skills for helping residents understand public policies more effectively. Learners will acquire basic knowledge and resources, and learn methods to communicate these policies to different profiles of residents.

CLASS DATE(S):

27 Jan 2024  
(Sat)

14 Apr 2024  
(Sun)

1 Jun 2024  
(Sat)

DURATION:

1 day

MODALITY:



FACE 2 FACE

# Using Storytelling to Influence Others

Everyone has a story to share, what's yours? Stories are powerful communication tools. Armed with the right narrative and delivery, storytellers can have the ability to use emotions to mobilise action. Learners will uncover how to convert your stories into powerful tools for action.

CLASS DATE(S):

18 Feb 2024  
(Sun)

DURATION:

1 day

MODALITY:



FACE 2 FACE

# Design Thinking and Residents' Journey Mapping

This course provides learners with an appreciation of how to remodel community initiatives for the changing social landscape. Using one of the design thinking tools Journey Mapping, they will gain insights into understanding residents' behaviours, actions and motivations across different touchpoints of a community programme. Learners will also uncover areas of needs, improvements and innovation to develop more engaging and effective programmes.

CLASS DATE(S):

24 Feb 2024  
(Sat)

12 May 2024  
(Sun)

DURATION:

1 day

MODALITY:



FACE 2 FACE

# Engagement Tools for Community Bridging

This course equips learners with the 'know-how' of incorporating elements of purposeful fun to achieve the desired outcomes of community initiatives using interactive engagement tools.

CLASS DATE(S):

25 Feb 2024  
(Sun)

27 Apr 2024  
(Sat)

DURATION:

1 day

MODALITY:



FACE 2 FACE

# Partners-in-Harmony (2): Understanding Faiths, United in Harmony

New

This course provides learners with an opportunity to develop a deeper understanding and appreciation for Singapore's diverse multicultural society. Learners will attend a learning journey consisting of visits to the Harmony in Diversity Gallery, one or more religious organisations and tour of the street of Harmony Trail before concluding with a fire-side chat. Through these experiences, learners will be guided in their exploration of the significance of racial and religious harmony, as well as social cohesion, with the opportunity to interact with each other and gain valuable insights.

CLASS DATE(S):

2 Mar 2024  
(Sat)

26 May 2024  
(Sun)

DURATION:

1 day

MODALITY:



FACE 2 FACE

# Effective Self-Management

This course equips learners with the necessary knowledge and skills to better manage multiple priorities through efficient use of time. They will learn time management techniques which will increase their personal effectiveness as a grassroots leader. Learners will also have the opportunity to practise setting "SMART" goals and making decisions through creative thinking approach so that they can better evaluate options, decide on best course of action, and manage their time and priorities effectively.

CLASS DATE(S):

2 Mar 2024  
(Sat)

16 Jun 2024  
(Sun)

DURATION:

1 day

MODALITY:



FACE 2 FACE

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## Handling Negative Feedback for Best Outcomes

This course equips learners with the necessary skills to handle negative feedback, keep calm and professional amidst difficult situations, and apply techniques to achieve the best outcomes.

CLASS DATE(S):

**3 Mar 2024  
(Sun)**

DURATION:

**1 day**

MODALITY:



**FACE 2 FACE**

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## Let's Talk About Communicating Better

Communication skills are at the very heart of building strong community relations. A good communicator is one who leverages strong social interaction skills to achieve win-win outcomes. For learners who interact frequently with community partners and residents, this course enables them to examine ways to have better conversations and overcome common barriers to communication for more effective community outreach and relationship-building.

CLASS DATE(S):

**9 Mar 2024  
(Sat)**

DURATION:

**1 day**

MODALITY:



**FACE 2 FACE**

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## Partners-in-Harmony (1): Appreciation of Cultures, Customs and Practices

Singapore is a modern city-state with multi-racial, multi-cultural and multi-religion groups living in harmony. This course will enable learners to appreciate Singapore's heritage and diversity, and promote racial harmony and social cohesion.

This course will enable learners to better appreciate cross-cultural diversity, which will help to facilitate their day-to-day encounters with residents and stakeholders as GRLs.

CLASS DATE(S):

**16 Mar 2024  
(AM) (Sat)**

DURATION:

**0.5 day**

MODALITY:



**FACE 2 FACE**

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## Practical Mandarin (Level 1)

This course introduces learners to simple Chinese vocabulary for basic understanding of Mandarin conversations in the context of community engagement work.

CLASS DATE(S):

**23 & 24 Mar 2024  
(Sat & Sun)**

DURATION:

**2 days**

MODALITY:



**FACE 2 FACE**

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## Secrets of Body Language

This course enables learners to discover and accurately determine what others are truly feeling behind the facade of sweet words and beautiful smiles. Learners will find out how they can utilise body language to build rapport with others through various Neuro-Linguistic Programming techniques.

CLASS DATE(S):

**30 Mar 2024  
(Sat)**

DURATION:

**1 day**

MODALITY:



**FACE 2 FACE**

**25 May 2024  
(Sat)**

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## Emotional Intelligence – Connecting with Self & Others

This course equips learners with the key pursuits of Six Seconds' Emotional Intelligence (EQ) model. The pursuits are translated into eight specific and achievable competencies that are applied to increase learners' self-awareness of emotions and strengthen relationships with others.

CLASS DATE(S):

**7 Apr 2024  
(Sun)**

DURATION:

**1 day**

MODALITY:



**FACE 2 FACE**

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## Practical Malay (Level 2)

This course equips learners with knowledge in asking and answering questions using proper Malay diction, phrases, and expressions to communicate and outreach better to residents.

[Pre-requisite: Practical Malay (Level 1)]

CLASS DATE(S):

11 & 12 May 2024  
(Sat & Sun)

DURATION:

2 days

MODALITY:



FACE 2 FACE

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## Practical Mandarin (Level 2)

This course equips learners with essential Chinese vocabulary and conversational phrases in Mandarin to communicate and outreach better to residents.

[Pre-requisite: Practical Mandarin (Level 1)]

CLASS DATE(S):

1 & 2 Jun 2024  
(Sat & Sun)

DURATION:

2 days

MODALITY:



FACE 2 FACE

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## Courses for Office Bearers

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### Team Conflict Management

This course enables learners to discover roles involved in a team, factors affecting team success and stages of group development. Learners will examine why team conflict occurs and strategies to manage them. They will have the opportunity to apply these strategies through discussions and role play based on case scenarios.

CLASS DATE(S):

13 Jan 2024  
(Sat)

DURATION:

1 day

MODALITY:



5 May 2024  
(Sun)

FACE 2 FACE

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### Introduction to Grassroots Financial Accounting System (G-FAST) for Office Bearers

Grassroots Financial Accounting System (G-FAST) is the new improved online accounting system replacing the PA Web-Based Accounting Template (PAT) used by 2,000 Grassroots Organisations (GROs) to prepare and submit their monthly accounts. G-FAST supports e-approvals and e-payments with in-built system controls designed to increase work efficiency, improve user experience and enhance compliance.

This course equips learners with the knowledge on how to 1) Create transactions such as Receipts, Transfers, Journals and Payments with Electronic Funds Transfer Mode; 2) Use reports to check the transactions; and 3) Perform bank reconciliation. Learners who are Approvers will learn how to approve payments and what to look out for before approving.

CLASS DATE(S):

14 Jan 2024  
(PM) (Sun)

DURATION:

0.5 day

MODALITY:



27 Feb 2024  
(AM) (Tue)

FACE 2 FACE

23 Mar 2024  
(AM) (Sat)

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### Leadership in Practice

This interactive course of exemplary leadership is developed by James M. Kouzes and Barry Z. Posner. Learners will discuss these practices in relation to community context with the aim to enhance the leadership potential of grassroots leaders and sharpen their abilities to lead their grassroots teams.

CLASS DATE(S):

20 Jan 2024  
(Sat)

DURATION:

1 day

MODALITY:



6 Apr 2024  
(Sat)

FACE 2 FACE

# Office Bearer Induction for Treasurers/Assistant Treasurers/Auditors

This course equips learners with knowledge of PA's key financial principles and procedures to manage grassroots organisations' accounts effectively. It also reinforces the importance of continuous learning and sharing among grassroots leaders to uphold principles of accountability ethics in grassroots finance.

CLASS DATE(S):

28 Jan 2024  
(Sun)

11 May 2024  
(Sat)

DURATION:

1 day

MODALITY:



FACE 2 FACE

## The Power of Networking

This course focuses on the importance of networking in building and bridging communities. It equips learners with skills to connect with people successfully and confidently to grow their networks.

CLASS DATE(S):

4 Feb 2024  
(Sun)

20 Apr 2024  
(Sat)

DURATION:

1 day

MODALITY:



FACE 2 FACE

## Office Bearer Induction for Chairmen/Vice-Chairmen

This course equips learners with the knowledge and awareness to lead their grassroots organisations (GROs) to achieve PA's vision and mission. Learners will also experience collective learning through sharing of good practices and useful tips on addressing common issues faced while leading their GROs.

CLASS DATE(S):

10 Mar 2024  
(Sun)

25 May 2024  
(Sat)

DURATION:

1 day

MODALITY:



FACE 2 FACE

## Leading Change in a VUCA World

COVID-19 has changed the world dramatically and made it more VUCA (Volatile, Uncertain, Complex and Ambiguous). How do we then navigate this change in our community? This course equips learners with the framework to lead and sustain change in the community. They will learn to examine the various stakeholders involved in the change process and how to communicate the need for change.

CLASS DATE(S):

17 Mar 2024  
(Sun)

DURATION:

1 day

MODALITY:



FACE 2 FACE

## Office Bearer Induction for Secretaries/Assistant Secretaries

This course equips learners with the skills to perform their role as Secretary or Assistant Secretary in the grassroots committees.

CLASS DATE(S):

23 Mar 2024  
(AM) (Sat)

30 Jun 2024  
(AM) (Sun)

DURATION:

0.5 day

MODALITY:



VIRTUAL

## Coaching in Action New

For this module, learners will be acquiring the basic skills, behaviours and values of becoming a coach and thus, be able to differentiate between the role of obeying a coach and mentor and when to use it at the appropriate scenario. Through case studies and active role-plays, learners will be able to practice, explore and share the unique coaching style and technique.

CLASS DATE(S):

24 Mar 2024  
(Sun)

21 Apr 2024  
(Sun)

15 Jun 2024  
(Sat)

DURATION:

1 day

MODALITY:

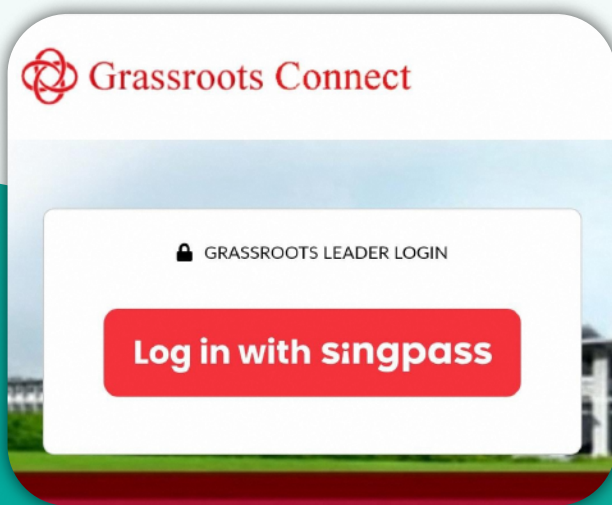


FACE 2 FACE

# Come onboard our training! Register Now!

**Follow the steps below to register for the course(s), and you'll be on your way to kickstarting your learning journey with us.**

**For self-registration of courses via Grassroots Connect, please log on to**  
**[www.grassrootsconnect.pa.gov.sg](http://www.grassrootsconnect.pa.gov.sg)**



## **Step 1:**

Log in to the website using your SingPass account.

## **Step 2:**

Once you have successfully logged in, click on the 'Training@NACLI' tab at the top navigation bar.

## **Step 3:**

At the 'Register for Courses' page, enter the Course Title ONLY and click the 'Search' button.

## **Step 4:**

Click on the 'Register' button next to your preferred class.

## **Step 5:**

Scroll down to check the details of the class and click on the 'Register' button.

## **Step 6:**

Click 'Yes' to confirm your registration.

***Limited slots available***

# Courses Offered as Constituency-Based Training

NACLI offers constituency-based training that is customised and contextualised to meet different learning needs and local considerations. Now you can learn with NACLI at a location near you such as your Community Clubs (CCs).

## For All Grassroots Leaders

- ✦ Building Relationships - House Visit Engagement Skills
- ✦ Design Thinking and Residents' Journey Mapping
- ✦ Develop a Performing Team (Level 1)
- ✦ Develop a Performing Team (Level 2)
- ✦ Engaging Residents Phygitally
- ✦ Essentials for Communicating Public Policies (1)
- ✦ Facilitation Skills
- ✦ Grassroots Financial Management
- ✦ Handling Negative Feedback for Best Outcomes **New**
- ✦ Induction for PA New Grassroots Leaders
- ✦ Let's Talk About It: CommU&lcating Better
- ✦ Partners-in-Harmony (1): Appreciation of Cultures, Customs and Practices
- ✦ Social Media Engagement - "Engaging Residents through Social Media" **New**

## For Office Bearers

- ✦ Coaching in Action **New**
- ✦ Essentials for Communicating Public Policies (2)
- ✦ Leadership in Practice
- ✦ Leading Change in a VUCA World
- ✦ Office Bearer Induction for Chairmen/Vice-Chairmen
- ✦ Office Bearer Induction for RC/NC/RN Chairmen/Vice-Chairmen
- ✦ Office Bearer Induction for Secretaries/Assistant Secretaries
- ✦ Office Bearer Induction for Treasurers/Assistant Treasurers/Auditors
- ✦ Team Conflict Management

Contact NACLI via your Constituency Director / Deputy Constituency Director to register your interest for a constituency-based training for your constituency. We look forward to engaging your team's training needs!