



A Publication of  
the National Community  
Leadership Institute

**NC 2/2018**

# Training Calendar

**For Community Leaders**



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### Moving towards IT-enabled learning experience!

NACLI has introduced various IT-enabled learning solutions in our training programmes since 2017 with the aim to enhance the learning experience of our GRLs.

Following the introduction of PALMS, NACLI's e-learning platform, the Institute has incorporated blended learning approach for two courses in this issue. Participants are required to complete an e-learning component prior to attending these classes. More details would be shared in your respective course placement emails.

As NACLI adopts an e-evaluation approach for our training programmes, please ensure that you have a **QR Code Reader** installed in your mobile devices before the class.

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For our e-course placement notifications to reach you promptly, we urge course participants to ensure that your email addresses registered with the PAHQ are valid and accurate.

For any enquiries, you may contact the NACLI Training Administration Section at **6672 5250 / 6672 5248** (Mondays to Fridays, 9am to 5pm) or email to **PA\_NACLI\_GROs@pa.gov.sg**.

An online version of the **Training Calendar For Community Leaders** and **Community Leadership Digest** is also available! To download a copy, please visit our website at <http://www.pa.gov.sg/learnwithnacli> or scan the QR code below.



# Courses for all Grassroots Leaders

# 所有基层领袖都能报名

# 2018

COURSE DETAILS 课程详情		COURSE CODE 课程代码	DURATION (DAYS) 课程为期 (几天)	NOV	DEC	JAN 2019	FEB 2019	MAR 2019
1	<b>Building Relationships - House Visit Engagement Skills</b> Aims to assist grassroots leaders in acquiring engagement skills and learning ways you can build trust with residents. This course focuses on equipping you with the skills to build and strengthen relationships with residents in the context of house visits.	002-216	1			19 (Sat)		
2	<b>Building Relationships - House Visit Engagement Skills [blended learning]</b> Aims to assist grassroots leaders in acquiring engagement skills and learning ways you can build trust with residents. This course focuses on equipping you with the skills to build and strengthen relationships with residents in the context of house visits. <i>(This course is part of NACLI's new blended learning approach where participants are to complete an e-Learning module prior to actual class. More details will be shared in your course placement email).</i>	002-235	0.5 <i>(Excluding 0.5 day e-Learning module to be completed prior to class)</i>					17 (AM) (Sun)
3	<b>Building Relationships - Interest Groups</b> Provides an understanding and practical applications of why Interest Groups (IGs) are necessary in building micro-communities. Learners will apply strategies in building and sustaining IGs through various learning activities and sharing of best practises. This process will strengthen and expand our Grassroots network.	002-182	1	24 (Sat)			17 (Sun)	
4	<b>Community-Centric Programme Management</b> Reinforces the PA's core mission of serving residents, deepening emotional bonds with them, and leveraging community partners. You will be equipped with fundamental knowledge and skills of planning and organising community-centric programmes. The course also provides you an opportunity to practise planning for a community event and reflect on your roles as grassroots leaders in relation to the PA's larger mission of community building.	002-015	1					24 (Sun)
5	<b>Effective Emceeing for Community Events</b> Focuses on equipping learners with the knowledge and skills to deliver and manage community events confidently as the master-of-ceremony.	002-009	1				23 (Sat)	
6	<b>Effective Presentation Skills</b> Provides a systematic guide to prepare and make a public presentation confidently.	002-013	1					2 (Sat)
7	<b>Effective Self-Management</b> Equips you with the necessary knowledge and skills to better time manage your multiple priorities through efficient use of time. You will learn time management techniques such as decision-making and goal setting which will increase your personal effectiveness as a grassroots leader. You will have the opportunity to practise creative thinking approach to decision-making and setting "SMART" goals so that you can better evaluate options, decide on best course of action and manage your time and priorities effectively.	002-090	1					23 (Sat)
8	<b>Engagement Tools for Community Bridging</b> Equips you with the know-how to introduce elements of purposeful fun to achieve the desired outcomes using interactive engagement tools in grassroots events.	002-003	1		15 (Sat)			9 (Sat)
9	<b>Essentials for Communicating Public Policies (1)</b> Provides you with the essentials for helping residents understand public policies more effectively. You will know how to acquire basic policy knowledge and resources, and learn the methods to communicate these policies appropriately and confidently to the different profiles of residents.	002-190	1			20 (Sun)		

\*Full day courses are typically from 9am to 5pm, "AM" courses are from 9am to 1pm, "PM" courses are from 1pm to 5pm, unless otherwise stated in the e-course placement email that will be emailed to you upon your successful course registration.

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10	<b>Handling Negative Feedback for Best Outcomes</b> Equips you with the necessary skills to understand difficult people, handle negative feedback, remain calm and professional amidst provocation, abuse and sarcasm, and apply techniques to achieve the best outcomes from negative feedback.	002-184	1				16 (Sat)	
11	<b>Homefront Security Trail</b> Presents the challenges posed by security threats to the community, the importance of being prepared for emergencies and how you can play a part in making Singapore a safer and more secure place. Through field visits, you will also gain an understanding of roles played by various Home Team agencies.	002-071	1				23 (Sat)	
12	<b>Partners-in-Harmony (1) : Understanding Customs and Practises in Our Community</b> Enables you to appreciate the diversity of customs and practises of the major ethnic communities in Singapore so as to help you promote racial harmony and social cohesion.	001-011	2					16 & 17 (Sat, Sun)
13	<b>Partners-in-Harmony (2) : Understanding Religious Beliefs in Our Community</b> Offers deeper understanding of the heritage, customs and practises of the different races, and introduces you to some of the smaller communities in Singapore.	001-014	2		15 & 16 (Sat, Sun)		23 & 24 (Sat, Sun)	
14	<b>Practical Malay (Level 1)</b> Introduces you to the practical use of the Malay language at the level of everyday discourse.	002-038	2			12 & 13 (Sat, Sun)		
15	<b>Practical Malay (Level 2)</b> <i>[Pre-requisite: Practical Malay (Level 1)]</i> Equips you with knowledge in asking and answering questions using proper Malay diction, phrases and expressions.	002-075	2	24 & 25 (Sat, Sun)			16 & 17 (Sat, Sun)	
16	<b>Practical Mandarin (Level 1)</b> Introduces you to basic Chinese vocabulary for understanding Mandarin conversations.	002-078	2			19 & 20 (Sat, Sun)		
17	<b>Practical Mandarin (Level 2)</b> <i>[Pre-requisite: Practical Mandarin (Level 1)]</i> Equips you with essential Chinese vocabulary and phrases in Mandarin conversations.	002-039	2					16 & 17 (Sat, Sun)
18	<b>Synergy in Diversity</b> Helps you build and demonstrate empathy when interacting with people of diverse backgrounds. Enables you to identify your personal responses to diversity through a self-assessment exercise. Enhances your awareness through the practise of appropriate responses in building common ground and mutual appreciation for greater synergy.	002-092	1			19 (Sat)		
19	<b>The Power of Networking (1)</b> Focuses on the importance of networking in building and bridging communities. It equips you with skills to connect with people successfully and confidently so as to grow your networks.	002-103	1			12 (Sat)		

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20	<b>The Singapore Journey (1) : During Japanese Occupation (1942 to 1945)</b> Allows you to appreciate the importance of self-reliance and the sense of belonging to Singapore through understanding the struggles of our people during World War II. Brings you to historical sites such as Reflections at Bukit Chandu and Labrador Park.	002-119	1	17 (Sat)				
21	<b>The Singapore Journey (2) : The Road to Independence (1945 to 1965)</b> Allows you to understand the key milestones in our nation-building post-World War II and appreciate the peace and harmony that we enjoy today. Brings you to places of significance such as the City Hall Chamber at National Gallery and Tiong Bahru estate, the early forms of public housing.	002-188	1			13 (Sun)		
22	<b>Winning with Difficult People</b> Equips you with the skills and techniques on managing and interacting with difficult people. It will also discuss best practises on dealing with challenging people in a constructive manner, turning conflict into co-operation.	002-020	1			20 (Sun)		

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## Courses for Office Bearers

## 执行委员的课程

2018

COURSE DETAILS 课程详情		COURSE CODE 课程代码	DURATION (DAYS) 课程为期 (几天)	NOV	DEC	JAN 2019	FEB 2019	MAR 2019
1	<b>Coaching in Action</b> Enables you to differentiate between the role of a coach and a mentor. You will acquire the 4 principles and 7 skills of becoming a coach and apply the learning back to your grassroots work, such as coaching new members and encouraging continuity of leadership. Through case studies, experiential activity and discussions, you will be able to practise, explore and share your experience on the benefits of coaching and mentoring.	002-135	1			5 (Sat)		
2	<b>Designing Engagement Initiatives with the Community</b> Enables learners to design engagement initiatives that help to strengthen bonds and networks in the community through a resident-centric approach. Inspired by the core principles of design thinking, this course introduces the "Resident-F.I.R.S.T." approach as a process in designing and co-creating community engagement initiatives with the residents. Besides sharing of best practises, learners will also learn and explore the application of specific skills and techniques such as journey mapping, user empathy interview and ideation. This course may be complemented with small group facilitated sessions for teams working in specific pre-identified projects.	002-221	1			13 (Sun)		
3	<b>Essentials of Governance</b> Equips you with the knowledge in principles of governance and how these principles are translated into public policies and schemes. Learners will also gain insights of the considerations in formulation of policies.	002-185	1		2 (Sun)			23 (Sat)
4	<b>Influence without Authority</b> Equips you with the competencies to create impact and influence in your community work. You will also learn how to apply influencing skills in various situations that you may encounter in the course of your work in the community.	002-091	1	18 (Sun)			16 (Sat)	
5	<b>Leadership in Practise</b> This interactive course is inspired by The Leadership Challenge Model of Kouzes and Posner. It discusses the step-by-step process of five exemplary leadership skills - Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act and Encourage the Heart to sharpen the ability of grassroots leaders/PA staff to lead their team and develop their leadership potential.	002-222	1				23 (Sat)	
6	<b>Leading Community Change</b> Enables you to face change proactively, identify areas for change, develop change strategies and become an effective change agent.	002-137	1					2 (Sat)
7	<b>Office Bearer Induction for Chairmen / Vice-Chairmen (For Chairmen/Vice-Chairmen of GROs, except RCs and NCs)</b> Equips you with the knowledge of PA's mission, vision, grassroots triangle and what it means to them as a leader when leading grassroots organizations. You will experience collective learning through group sharing of best practises and discussions on issues and thoughts. (RC and NC Chairmen and Vice-Chairmen will be invited for another course on Office Bearer Induction for RC and NC Chairmen/Vice-Chairmen)	001-020	1					16 (Sat)
8	<b>Office Bearer Induction for Secretaries / Assistant Secretaries (For Secretaries/ Assistant Secretaries)</b> Equips you with the skills to perform your role as a Secretary or Assistant Secretary.	001-002	1			6 (Sun)		3 (Sun)

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9	<b>Office Bearer Induction for Treasurers / Assistant Treasurers / Auditors</b> <i>(For Treasurers / Assistant Treasurers / Auditors)</i> Equips you with the knowledge of PA's key financial principles & procedure so as to manage GRO accounts effectively, and to have continuous learning and sharing with grassroots leaders and the community centre partners to uphold the principle of accountability & ethics in grassroots finance.	001-023	1	17 (Sat)			24 (Sun)	
10	<b>Office Bearer Induction for Treasurers / Assistant Treasurers / Auditors [blended learning]</b> <i>(For Treasurers / Assistant Treasurers / Auditors)</i> Equips you with the knowledge of PA's key financial principles & procedure so as to manage GRO accounts effectively, and to have continuous learning and sharing with grassroots leaders and the community centre partners to uphold the principle of accountability & ethics in grassroots finance. <i>(This course is part of NACLI's new blended learning approach where participants are to complete an e-Learning module prior to actual class. More details will be shared in your course placement email).</i>	001-024	0.5 <i>(Excluding 0.5 day e-Learning module to be completed prior to class)</i>			06 (AM) (Sun)		02 (AM) (Sat)
11	<b>PA Accounting Template</b> <i>(For Treasurers and Assistant Treasurers)</i> Equips you with the knowledge and skills on the use of the PA Accounting Template (PAT) in Excel and online format according to the financial SOPs in the Treasurer's Handbook. <i>Pre-requisites: Participants are required to have basic competency in the use of computers.</i>	002-064	1	17 (Sat)	15 (Sat)	8 (Tue) 19 (Sat)	23 (Sat) 26 (Tue)	23 (Sat)
12	<b>Recruiting, Motivating and Sustaining Grassroots Volunteers</b> Equips you with an understanding of your roles as grassroots volunteers and be aware of various strategies of volunteer management in the areas of recruiting, retaining and motivating. The topic of exit management of volunteers will also be discussed.	002-058	1				24 (Sun)	
13	<b>Team Conflict Management</b> Helps you discover team dynamics through stages of group development and common factors that affect team success. You will then investigate why conflict occurs and discuss strategies to manage them. Using the diversity and challenges faced in the Grassroots Organisation (GRO), you will have a wider perspective on challenges faced in the GROs and strategies that can be used to manage them. You will be engaged in discussions, case studies and role plays in this course.	002-096	1					17 (Sun)
14	<b>The Power of Networking (2)</b> Equips you with organisational and strategising skills to strengthen grassroots outreach and expand external partnerships/networks. You will practise and reflect on the key concepts through case studies, best practises, simulations and role plays.	002-232	1		9 (Sun)			9 (Sat)

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