



A Bi-Annual Publication of  
the National Community  
Leadership Institute

**January 2017**

# Training Calendar

**For Community Leaders**



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For our e-course placement notifications to reach you promptly, we urge all course participants to ensure that your email address registered with the PAHQ is 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](mailto: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://bit.ly/2j9AUR5> or scan the QR code below.





# Courses for all Grassroots Leaders

# 所有基层领袖都能报名

# 2017

COURSE DETAILS 课程详情		COURSE CODE 课程代码	DURATION (DAYS) 课程为期 (几天)	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
<b>GENERIC COMPETENCY: UNDERSTANDING GRASSROOTS AND SERVING THE COMMUNITY</b> 一般通用的胜任能力: 理解基层, 服务社区												
1	<b>Induction Programme for New Community Leaders</b> Specially designed for newly appointed GRLs within their first six months of service, the programme provides you with a good overview of the history, objectives and organisational structure of the PA and its grassroots organisations (GROs), and a better understanding of the core values, roles and expectations of GROs and GRLs. The programme aims to help to connect you with the purpose and passion for volunteering upon which your future contributions to the grassroots will be built.	001-009	0.5		19 (AM) (Sun)	25 (PM) (Sat)	22 (AM) (Sat)	20 (AM) (Sat)	10 (PM) (Sat)		20 (AM) (Sun)	16 (AM) (Sat)
2	<b>新进基层领袖引介会</b> 此引介会是特为在接受委任的6个月内的基层领袖而主办的。您将学习人民协会及其基层组织的历史、目标和组织结构, 并了解基层组织和基层领袖所扮演的角色、及社会对两者的期望及核心价值观。我们相信此引介会有助于您体会志愿服务的重要意义和所需的热忱, 让您打好基础来为基层组织作出更大的贡献。	001-009	0.5	14 (早) (星期六)						8 (早) (星期六)		
3	<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			11 (Sat)		27 (Sat)			26 (Sat)	
4	<b>Organising Effective House Visits</b> Equips you with basic practical skills and best practices on how to conduct house visits in a systematic and effective way.	002-068	1		18 (Sat)		8 (Sat)			9 (Sun)		
5	<b>组织有效的沿户访问</b> 让学员领会沿户访问的重要性, 了解沿户访问时应该做的事项及掌握和居民沟通的有效方法。	002-068	1					7 (星期日)				
6	<b>The Singapore Journey: 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						4 (Sun)			30 (Sat)
7	<b>新加坡之旅: 日治时代 (1942 - 1945)</b> 让您通过对二战期间人民的奋斗, 了解国家自立更生和建立国民认同感的重要。课程会走访鸦片山战役馆和拉伯多公园。	002-119	1							22 (星期六)		
8	<b>The Singapore Journey: 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			18 (Sat)		28 (Sun)			5 (Sat)	
<b>GENERIC COMPETENCY: BUILDING SOCIAL BONDS</b> 一般通用的胜任能力: 建造社会团结												
9	<b>BINGO! Breaking Ice and Games Organising 1</b> Equips you with a repertoire of fun games and activities for community functions.	002-003	1	14 (Sat)				2 (Sun)		8 (Thu)		
10	<b>BINGO! Breaking Ice and Games Organising 2: Fun and Hassle-free Games</b> Equips you with games and ice-breakers that do not require props, for use at community functions.	002-134	1		26 (Sun)			20 (Sat)		6 (Thu)		
11	<b>Building Relationships in the Community</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		11 (Sat)				4 (Sun)			23 (Sat)
12	<b>Building Relationships through Interest Groups</b> Provides you with an understanding of how to build, expand and sustain interest groups (IGs) through helping GRLs build relationships. This would include explaining the terms of reference, norms and IG culture, exploring the various public and private communication channels for IG engagement and deepening of interpersonal ties, exploring ways to expand the main IG group into off-shoot groups, and explaining interpersonal techniques in dealing with different IG members, among other objectives.	002-182	1			19 (Sun)		21 (Sun)				9 (Sat)
13	<b>运用兴趣小组建立和深化人际关系</b> 让您了解如何建立, 扩大和维持兴趣小组, 以便建立和深化人际关系。课程将包括解释兴趣小组规范和文化, 和探讨并解释如何以人际技巧管理与应付个别兴趣小组成员。	002-182	1							16 (星期日)		

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COURSE DETAILS 课程详情		COURSE CODE 课程代码	DURATION (DAYS) 课程为期 (几天)	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
<b>GENERIC COMPETENCY: BUILDING SOCIAL BONDS</b> 一般通用的胜任能力: 建造社会团结												
14	<b>Connecting with Self &amp; Others – Developing Your Emotional Intelligence</b> Develops your awareness on the role and importance of emotions in intrapersonal and interpersonal relationships. Equips you with skills to better manage your emotions and build rapport with self and others.	002-014	2		25 - 26 (Sat, Sun)			20 - 21 (Sat, Sun)		1 - 2 (Sat, Sun)		
15	<b>Leading Interest Groups for Engagement</b> Helps you find ways to put people in charge of engaging, sharing and taking responsibility of the interest group's development.	002-164	1		4 (Sat)		9 (Sun)			15 (Sat)		
16	<b>引领兴趣小组牵引居民</b> 物色帮忙引领、分享与负责推动兴趣小组发展管道的负责人。	002-164	1	15 (星期日)								16 (星期六)
17	<b>Practical Malay (Level 1) For Grassroots Leaders to have a very basic knowledge in Malay.</b> Introduces you to practical Malay words and vocabulary for daily use in the community context.	002-038	2		4 - 5 (Sat, Sun)		22 - 23 (Sat, Sun)			1 - 2 (Sat, Sun)		
18	<b>Practical Malay (Level 2) (Pre-requisite Practical Malay Level 1)</b> Equips you with knowledge in asking and answering questions using proper Malay diction, phrases and expressions.	002-075	2	14 - 15 (Sat, Sun)		11 - 12 (Sat, Sun)			10 - 11 (Sat, Sun)			23 - 24 (Sat, Sun)
19	<b>Practical Mandarin (Level 1)</b> Introduces you to basic Chinese vocabulary for understanding Mandarin conversations.	002-078	2		25 - 26 (Sat, Sun)			20 - 21 (Sat, Sun)			26 - 27 (Sat, Sun)	
20	<b>Practical Mandarin (Level 2) (Pre-requisite: Practical Mandarin Level 1)</b> Equips you with essential Chinese vocabulary and phrases in Mandarin conversations.	002-039	2			25 - 26 (Sat, Sun)			10 - 11 (Sat, Sun)			9 - 10 (Sat, Sun)
<b>GENERIC COMPETENCY: WORKING IN TEAMS</b> 一般通用的胜任能力: 以团队的态度来工作												
21	<b>Knowing Me, Knowing You – DISC</b> Uses DISC® profiling instrument to help you gain a better awareness of the different behavioural types and how to apply the knowledge to build more effective relationships.	002-023	1		5 (Sun)			28 (Sun)				9 (Sat)
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 practices on dealing with challenging people in a constructive manner, turning conflict into co-operation.	002-020	1			12 (Sun)			10 (Sat)			10 (Sun)
<b>GENERIC COMPETENCY: UNDERSTANDING DIVERSITY</b> 一般通用的胜任能力: 理解多元性												
23	<b>Partners in Harmony: Understanding Our Communities (Part 1)</b> Enables you to appreciate the diversity of customs and practices of the major ethnic communities in Singapore so as to help you promote racial harmony and social cohesion.	001-011	2		18 - 19 (Sat, Sun)			27 - 28 (Sat, Sun)			26 - 27 (Sat, Sun)	
24	<b>Partners in Harmony: Understanding Our Communities (Part 2)</b> Offers deeper understanding of the heritage, customs and practices of the different races, and introduces you to some of the smaller communities in Singapore.	001-014	2			18 - 19 (Sat, Sun)			3 - 4 (Sat, Sun)			16 - 17 (Sat, Sun)
25	<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 practice of appropriate responses in building common ground and mutual appreciation for greater synergy.	002-092	1			5 (Sun)		17 (Wed)		1 (Sat)		
<b>GENERIC COMPETENCY: EXECUTING EFFECTIVE COMMUNITY PROGRAMMES</b> 一般通用的胜任能力: 执行有效的社区计划												
26	<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	8 (Sun)		4 (Sat)	8 (Sat)				26 (Sat)	

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<b>GENERIC COMPETENCY: EXECUTING EFFECTIVE COMMUNITY PROGRAMMES</b> 一般通用的胜任能力: 执行有效的社区计划												
27	<b>节日与活动管理</b> 让您了解如何规划, 预算与执行社区的节日活动。	002-015	1	7 (星期六)					3 (星期六)			
28	<b>GROs' Financial Management</b> Equips you with an overview of financial management in a grassroots organisation.	002-018	0.5		18 (AM) (Sat)		1 (AM) (Sat)			22 (AM) (Sat)		
<b>GENERIC COMPETENCY: COMMUNICATING FOR EFFECTIVE ENGAGEMENT</b> 一般通用的胜任能力: 对有效的协作进行沟通												
29	<b>Effective Emceeing</b> Equips you with skills to deliver the proceedings of an event confidently and tactfully as an emcee. You will also learn how an emcee can create the appropriate mood to make an event a success; creating an overall favourable impression of the organisation.	002-009	1		12 (Sun)				10 (Sat)			16 (Sat)
30	<b>Effective Presentation Skills</b> Provides a systematic guide to prepare and make a public presentation confidently.	002-013	1			14 (Tue)			4 (Sun)			9 (Sat)
31	<b>Essentials for Communicating Public Policies *(Previously "Communicating Public Policies Effectively")</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	8 (Sun)			18 (Tue)			15 (Sat)		
32	<b>Facilitation Skills *(Previously "Facilitating Conversations for Co-creation")</b> Aims to provide an overview of facilitation skills. Adopting a practice-based learning approach, you will be able to use effective questioning techniques during role plays to gain insights as well as ideas to co-create solutions to community issues. You will be able to apply the knowledge and skills acquired in various organised conversation settings such as focus group discussion with residents and annual constituency work plan sessions after the course.	002-218	0.5			26 (AM) (Sun)		27 (AM) (Sat)			26 (AM) (Sat)	
33	<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			18 (Sat)			3 (Sat)			30 (Sat)
<b>GENERIC COMPETENCY: LEADING TEAM</b> 一般通用的胜任能力: 领导团队												
34	<b>Effective Self-Management *(Previously "Effective Decision Making" and "Time Management &amp; Goal Setting")</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		18 (Sat)			20 (Sat)			27 (Sun)	
<b>GENERIC COMPETENCY: BUILDING PARTNERSHIP AND COLLABORATION</b> 一般通用的胜任能力: 营建合伙与协作的精神												
35	<b>The Power of Networking</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	15 (Sun)			23 (Sun)					16 (Sat)
<b>GENERIC COMPETENCY: LEADING CHANGE</b> 一般通用的胜任能力: 领导变革												
36	<b>Leading Change Effectively</b> Enables you to face change proactively, identify areas for change, develop change strategies and become an effective change agent.	002-137	1	7 (Sat)					11 (Sun)			23 (Sat)

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# Courses for Office Bearers

# 执行委员的课程

# 2017

COURSE DETAILS 课程详情		COURSE CODE 课程代码	DURATION (DAYS) 课程为期 (几天)	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
<b>GENERIC COMPETENCY: BEING STRATEGIC</b> 一般通用的胜任能力: 具有策略性												
1	<b>Chairmen / Vice-Chairmen Course</b> <b>(For Chairmen / Vice Chairmen)</b> Equips you with higher leadership skills to facilitate your grassroots organisations in achieving the PA's mission. You will also gain greater awareness of self as a leader in relation to the grassroots' organisations' purpose and vision.	001-020	1	15 (Sun)		4 (Sat)		7 (Sun)		1 (Sat)		
2	<b>基层领袖主席 / 副主席课程</b> 让您通过集体学习的能量创造具有持续绩效的社区领导策略以强化社区工作的领导力。	001-020	1									30 (星期六)
<b>GENERIC COMPETENCY: LEADING TEAMS</b> 一般通用的胜任能力: 领导团队												
3	<b>Secretaries / Assistant Secretaries Course</b> <b>(For Secretaries / Assistant Secretaries)</b> Equips you with the skills to perform your role as a Secretary or Assistant Secretary.	001-002	1	14 (Sat)		12 (Sun)	22 (Sat)			9 (Sun)		
4	<b>Treasurers / Assistant Treasurers Course</b> <b>(For Treasurers / Assistant Treasurers / Chairmen / Vice-Chairmen)</b> Equips you with the knowledge and skills for good financial management of GROs.	001-003	1	22 (Sun)	19 (Sun)		8 (Sat)			30 (Sun)		
5	<b>Auditors Course</b> <b>(For Auditors)</b> Equips you with the skills to perform your role as an Auditor.	001-016	1		11 (Sat)	18 (Sat)			4 (Sun)		26 (Sat)	
6	<b>Leadership in Practice</b> <b>NEW</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				1 (Sat)			8 (Sat)		
7	<b>Team Conflict Management</b> <b>*(Previously “Managing Conflicts for Effective Teams” and “Leaders of Character”)</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		11 (Sat)		23 (Sun)			1 (Sat)		
<b>GENERIC COMPETENCY: EXECUTING EFFECTIVE COMMUNITY PROGRAMMES</b> 一般通用的胜任能力: 执行有效的社区计划												
8	<b>PA Accounting Template (PAT - For Treasurers and Assistant Treasurers)</b> 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>Prerequisites: Participants are required to have basic competency in the use of computers</i>	002-064	1	7 (Sat)		4 (Sat)	8 (Sat)	6 (Sat)	17 (Sat)	8 (Sat)	5 (Sat)	23 (Sat)
9	<b>Designing Engagement Initiatives with the Community</b> <b>NEW</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 practices, 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 on specific preidentified projects.	002-221	1					27 (Sat)			27 (Sun)	

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# Courses for Office Bearers

# 执行委员的课程

# 2017

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<b>GENERIC COMPETENCY: NURTURING LEADERS</b> 一般通用的胜任能力: 孕育领袖												
10	<b>Coaching in Action</b> *(Previously "Becoming a High Performing Mentor" and "Coaching for Leadership Development") 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 practice, explore and share your experience on the benefits of coaching and mentoring.	002-135	1		19 (Sun)		8 (Sat)			15 (Sat)		
<b>GENERIC COMPETENCY: INFLUENCING FOR COMMUNITY IMPACT</b> 一般通用的胜任能力: 对社区具有振撼力的影响												
11	<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 (Sat)		22 (Sat)			8 (Sat)		
12	<b>不用权威的影响</b> 培养您在社区工作方面，具有冲击与影响的胜任能力。您也将会学习如何在不同的情况，应用影响技巧。	002-091	1						4 (星期日)			
13	<b>Leading with NLP</b> Helps you identify your preferred thinking patterns and filters used at work. Equips you with applied skills to improve your day-to-day interactions with others	002-097	1		4 (Sat)		19 (Wed)	20 (Sat)		16 (Sun)		
14	<b>Essentials for Communicating Public Policies (Level 2)</b> <span style="background-color: red; color: white; padding: 2px;">NEW</span> Prepares learners with the right skill set to communicate public policies effectively. The 3Hs (Head, Heart & Hands) framework will enable learners to acquire the basic knowledge of governance and policy formulation, the use of emotional intelligence to engage residents better, the art of blending, redirection and elicitation; and strategies to manage small group of residents.	002-219	1						4 (Sun)			10 (Sun)
<b>GENERIC COMPETENCY: MANAGING VOLUNTEERS</b> 一般通用的胜任能力: 管理义工												
15	<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		25 (Sat)				11 (Sun)	22 (Sat)		

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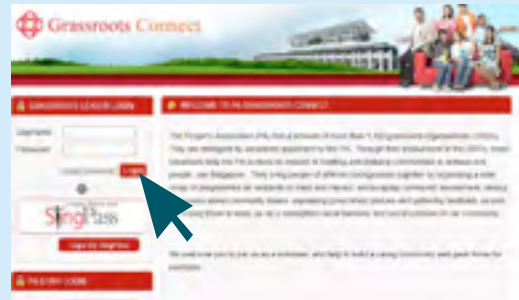
# Register For Your NACLI courses now!

现在就上网报名参加国家社区领袖学院的课程!



1

To begin, log on to the Grassroots Connect Portal website at [www.grassrootsconnect.org.sg](http://www.grassrootsconnect.org.sg) using your Portal Account Username (NRIC) and Password and click on the **Login** button. Alternatively, you can click on the **SingPass** icon to log on using your SingPass Account.



4

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



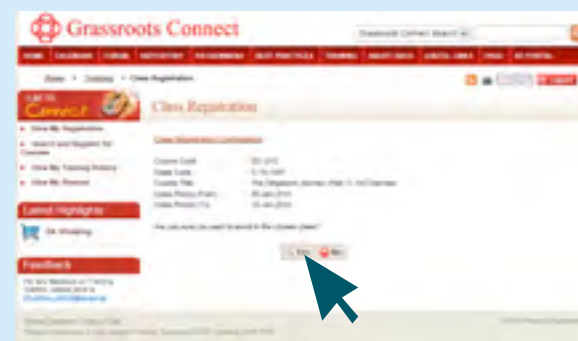
2

Once you have successfully logged in, click on the **TRAINING** tab.



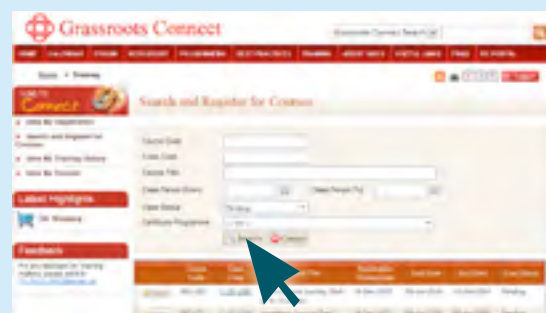
5

Click **Yes** to confirm your registration.



3

You will be brought to the **Search and Register for Courses** page. Now, enter the Course Code, select the Class Period (From) or the Certificate Programme. Click the **Search** button. Click the **Register** button next to your preferred Class.



6

You will receive an auto prompt message from the system. And that's it! Your registration has been submitted. You will receive confirmation on the status of your registration from NACLI, at least 7 days before the course starts. If you do not hear from us, you may contact us at 6672 5200.



## The Perfect Getaway

GRASSROOTS RETREATS & TRAINING



Looking for a quick getaway from the urban place? Look no further.

National Community Leadership Institute (NACLI) offers grassroots leaders an ideal venue for your training activities and retreats with our rustic, resort-like ambience.

After a day's training, choose to stay in our comfortable accommodations and continue your training the next day.

Both our campuses offer training rooms for seminars and talks with different room sizes that can accommodate up to 300 participants\* at West Coast Campus and 200 participants\* at East Coast Campus to suit your training needs.

Whatever your training/retreat needs are, call us so that we can assist to make your learning experience an enjoyable and memorable one.

For more details, please call 6672 5200 or email to [nacli@pa.gov.sg](mailto:nacli@pa.gov.sg)

\*Based on theatre setting

Information is accurate at time of print. For the latest information, please refer to our website for updates.



**NATIONAL COMMUNITY LEADERSHIP INSTITUTE**

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