



A publication of
the National Community
Leadership Institute

NC 2/2020

Training Calendar

For Community Leaders

Inspiring Leaders, Serving the Community



Contents

2020

Courses for all Grassroots Leaders

	COURSE TITLE	PAGE
1	Building Relationships - House Visit Engagement Skills	4
2	Building Relationships - Interest Groups	4
3	Community-Centric Programme Management	4
4	Effective Self-Management	4
5	Emotional Intelligence – Connecting with Self & Others	4
6	Engagement Tools for Community Bridging	6
7	Essentials for Communicating Public Policies (1)	6
8	Partners-in-Harmony (1): Understanding Customs and Practices in Our Community	6
9	Partners-in-Harmony (2): Understanding Religious Beliefs in Our Community	6
10	Practical Malay (Level 1)	6
11	Practical Malay (Level 2) [Pre-requisite: Practical Malay (Level 1)]	6
12	Practical Mandarin (Level 1)	6
13	Practical Mandarin (Level 2) [Pre-requisite: Practical Mandarin (Level 1)]	6
14	Synergy in Diversity	8
15	The Singapore Journey: During Japanese Occupation	8
16	The Singapore Journey: Towards Independence and Nation Building	8

Note: In view of COVID-19 situation, classes would be held virtually until further notice. Dates and duration of scheduled classes may also be adjusted.

Courses for Office Bearers

	COURSE TITLE	PAGE
1	Coaching in Action	10
2	Community Leadership, Collaborative Leadership	10
3	Designing Engagement Initiatives with the Community	10
4	Essentials of Governance	10
5	Influence without Authority	10
6	Leadership in Practice	12
7	Leading Community Change	12
8	MAEC Chairmen/Vice-Chairmen and KOB Leadership Programme*	12
9	Office Bearer Induction for Chairmen/Vice-Chairmen	12
10	Office Bearer Induction for RC/NC/RN Chairmen/Vice-Chairmen*	12
11	Office Bearer Induction for Secretaries/Assistant Secretaries	12
12	Office Bearer Induction for Treasurers/Assistant Treasurers/Auditors	14
13	The Power of Networking	14
14	Recruiting, Motivating and Sustaining Grassroots Volunteers	14
15	Team Conflict Management	14

*Participation in this course is by nomination.

Note: NACLI is progressively introducing virtual and blended learning for suitable training modules as we move into a new normal. We invite GROs who wish to organise virtual Constituency-Based Training (CBT) on topics that would be offered as part of our virtual training initiative to register your interest with your Constituency Office. Minimum class size of 15 participants applies.

Scan the QR code or visit our 'Learn with NACLI' page at www.pa.gov.sg/learnwithnacli to download the latest copy of our training calendar.



Courses

 for all Grassroots Leaders

COURSE DETAILS		COURSE CODE	DURATION (DAYS)	JUL	AUG	SEP	OCT
1	<p>Building Relationships - House Visit Engagement Skills</p> <p>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.</p> <p><i>(This course includes a non-compulsory e-Learning module that participants can complete prior to actual class. More details will be shared in your course placement email.)</i></p>	002-235	0.5 (AM) x 1		2 (Sun)		11 (Sun)
2	<p>Building Relationships - Interest Groups</p> <p>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 practices. This process will strengthen and expand our grassroots network.</p>	002-182	0.5 (AM) x 2				3 & 17 (Sat)
3	<p>Community-Centric Programme Management</p> <p>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.</p>	002-015	0.5 (AM) x 2	Look out for new dates in our next issue!			
4	<p>Effective Self-Management</p> <p>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.</p>	002-090	0.5 (AM) x 2			20 & 27 (Sun)	
5	<p>Emotional Intelligence – Connecting with Self & Others</p> <p>This course aims to equip 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 your self-awareness of emotions and strengthen relationships with others.</p> <p><i>(This course includes an e-Learning module that learners have to complete between the two course dates. More details will be shared on the first day of the course.)</i></p>	002-014	0.5 (AM) x 2	12 & 19 (Sun)			

Note: In view of COVID-19 situation, classes would be held virtually until further notice. Dates and duration of scheduled classes may also be adjusted.

*AM courses are from 9am to 1pm unless otherwise stated in the course placement email that will be sent to you upon your successful course registration.

Courses

 for all Grassroots Leaders

COURSE DETAILS		COURSE CODE	DURATION (DAYS)	JUL	AUG	SEP	OCT
6	Engagement Tools for Community Bridging 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	0.5 (AM) x 2			19 & 26 (Sat)	
7	Essentials for Communicating Public Policies (1) 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	0.5 (AM) x 2	5 & 12 (Sun)			24 & 31 (Sat)
8	Partners-in-Harmony (1): Understanding Customs and Practices in Our Community 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	0.5 (AM) x 4			Look out for new dates in our next issue!	
9	Partners-in-Harmony (2): Understanding Religious Beliefs in Our Community 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	0.5 (AM) x 4			Look out for new dates in our next issue!	
10	Practical Malay (Level 1) Introduces you to the practical use of the Malay language at the level of everyday discourse.	002-038	0.5 (AM) x 4			Look out for new dates in our next issue!	
11	Practical Malay (Level 2) [Pre-requisite: Practical Malay (Level 1)] Equips you with knowledge in asking and answering questions using proper Malay diction, phrases and expressions.	002-075	0.5 (AM) x 4			Look out for new dates in our next issue!	
12	Practical Mandarin (Level 1) Introduces you to basic Chinese vocabulary for understanding Mandarin conversations.	002-078	0.5 (AM) x 4			Look out for new dates in our next issue!	
13	Practical Mandarin (Level 2) [Pre-requisite: Practical Mandarin (Level 1)] Equips you with essential Chinese vocabulary and phrases in Mandarin conversations.	002-039	0.5 (AM) x 4			Look out for new dates in our next issue!	

Note: In view of COVID-19 situation, classes would be held virtually until further notice. Dates and duration of scheduled classes may also be adjusted.

*AM courses are from 9am to 1pm unless otherwise stated in the course placement email that will be sent to you upon your successful course registration.

Courses

 for all Grassroots Leaders

COURSE DETAILS		COURSE CODE	DURATION (DAYS)	JUL	AUG	SEP	OCT
14	Synergy in Diversity 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	0.5 (AM) x 2				18 & 25 (Sun)
15	The Singapore Journey: During Japanese Occupation This course provide you with the opportunity 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. There will be a learning journey to Former Ford Factory, a historical site in Singapore.	002-119	0.5 (AM) x 2			6 & 13 (Sun)	
16	The Singapore Journey: Towards Independence and Nation Building Allows you to understand the socio-political milestones towards Singapore's independence and nation building and relate to the role of grassroots in Singapore's Total Defence.	002-188	0.5 (AM) x 2	Look out for new dates in our next issue!			

Note: In view of COVID-19 situation, classes would be held virtually until further notice. Dates and duration of scheduled classes may also be adjusted.

*AM courses are from 9am to 1pm unless otherwise stated in the course placement email that will be sent to you upon your successful course registration.

Courses for Office Bearers

COURSE DETAILS		COURSE CODE	DURATION (DAYS)	JUL	AUG	SEP	OCT
1	Coaching in Action 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	0.5 (AM) x 2				11 & 18 (Sun)
2	Community Leadership, Collaborative Leadership Enables you to gain an awareness of how the collaborative leadership style allows you to work with others to develop and sustain the health of the community. This module will also equip you with the knowledge and techniques to develop and strengthen collaborative relationships within the community and beyond.	002-233	0.5 (AM) x 2			6 & 13 (Sun)	
3	Designing Engagement Initiatives with the Community 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 in specific pre-identified projects.	002-221	0.5 (AM) x 2				18 & 25 (Sun)
4	Essentials of Governance 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	0.5 (AM) x 2		16 & 23 (Sun)		
5	Influence without Authority 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	0.5 (AM) x 2				17 & 24 (Sat)

Note: In view of COVID-19 situation, classes would be held virtually until further notice. Dates and duration of scheduled classes may also be adjusted.

*AM courses are from 9am to 1pm unless otherwise stated in the course placement email that will be sent to you upon your successful course registration.

Courses for Office Bearers

COURSE DETAILS		COURSE CODE	DURATION (DAYS)	JUL	AUG	SEP	OCT
6	Leadership in Practice 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 to lead their team and develop their leadership potential.	002-222	0.5 (AM) x 2		1 & 8 (Sat)		
7	Leading Community Change Enables you to face change proactively, identify areas for change, develop change strategies and become an effective change agent.	002-137	0.5 (AM) x 2		22 & 29 (Sat)		
8	MAEC Chairmen/Vice-Chairmen and KOB Leadership Programme This leadership programme aims to enable MAEC Chairmen, Vice-Chairmen, and Key Office Bearers with the necessary knowledge and skills in leading their MAEC towards supporting M ³ and PA's mission. Sociality learning through discussion, dialogues and experiential role-play will be employed.			Participation in this course is by nomination. NACLI/PA will work with the constituencies on the nomination of GRLs.			
9	Office Bearer Induction for Chairmen/Vice-Chairmen By the end of this module, learners will be equipped with the knowledge and awareness to lead their Grassroots Committees to achieve PA's vision and mission. Learners will also experience collective learning by sharing good practices and useful tips on addressing common issues faced while leading their Grassroots Committees.	001-020	0.5 (AM) x 2		23 & 30 (Sun)		
10	Office Bearer Induction for RC/NC/RN Chairmen/Vice-Chairmen This course provides an introduction to learners on the knowledge of PA's mission, vision, grassroots triangle and what it means to them as a leader when leading their Residents Committee, Neighbourhood Committee and Residents Network in ensuring the last mile delivery of residents' engagement in today's environment.			Participation in this course is by nomination. NACLI/PA will work with the constituencies on the nomination of GRLs.			
11	Office Bearer Induction for Secretaries/Assistant Secretaries Equips you with the skills to perform your role as a Secretary or Assistant Secretary.	001-002	0.5 (AM) x 1			27 (Sun)	

Note: In view of COVID-19 situation, classes would be held virtually until further notice. Dates and duration of scheduled classes may also be adjusted.

*AM courses are from 9am to 1pm unless otherwise stated in the course placement email that will be sent to you upon your successful course registration.

Courses for Office Bearers

COURSE DETAILS		COURSE CODE	DURATION (DAYS)	JUL	AUG	SEP	OCT
12	Office Bearer Induction for Treasurers/Assistant Treasurers/Auditors 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	0.5 (AM) x 2				24 & 31 (Sat)
13	The Power of Networking 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 practices, simulations and role plays.	002-232	0.5 (AM) x 2			13 & 20 (Sun)	
14	Recruiting, Motivating and Sustaining Grassroots Volunteers 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	0.5 (AM) x 2			19 & 26 (Sat)	
15	Team Conflict Management Aims to help participants discover roles involved in a team, factors affecting team success and stages of group development. Participants will then investigate why team conflict occurs, strategies to manage them and applying them to case scenarios via discussions and role play.	002-096	0.5 (AM) x 2			5 & 12 (Sat)	

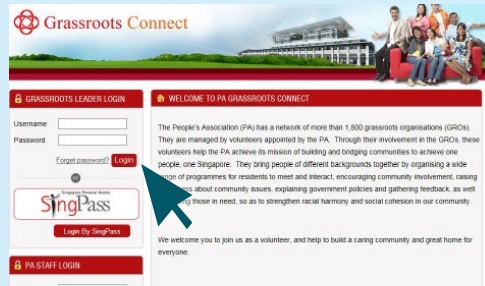
Note: In view of COVID-19 situation, classes would be held virtually until further notice. Dates and duration of scheduled classes may also be adjusted.

*AM courses are from 9am to 1pm unless otherwise stated in the course placement email that will be sent to you upon your successful course registration.

Register For Your NACLI courses now!

Step 1

To begin, log on to the Grassroots Connect Portal website at www.grassrootsconnect.pa.gov.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.



Step 2

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



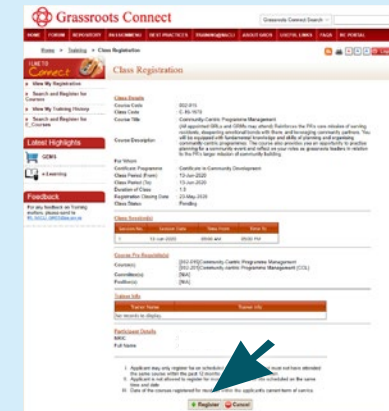
Step 3

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



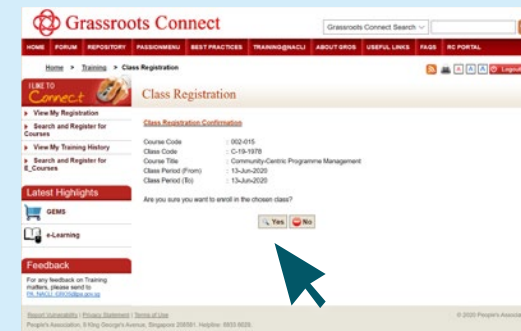
Step 4

You will be brought to the **Class Registration** page. Scroll down to check the details of the class and click on the **Register** button.



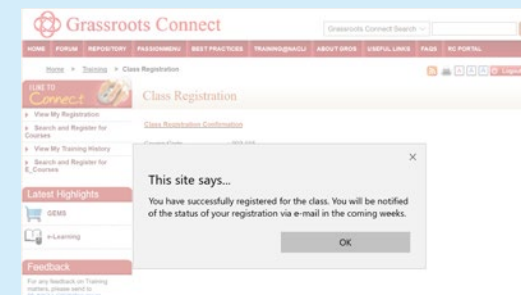
Step 5

Click **Yes** to confirm your registration.



Step 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**.





People's Association Learning Management System (PALMS)

HOW TO LOGIN • Step-by-Step Guide

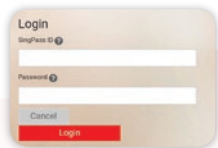
via People's Association LMS

Launch the PALMS app and click to login with SingPass



1

Login with your NRIC & SingPass



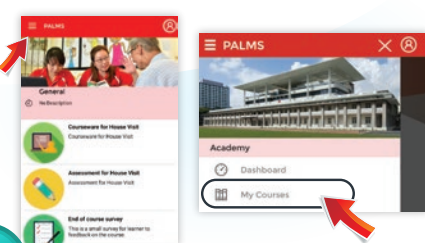
2

Click on "eLearning"



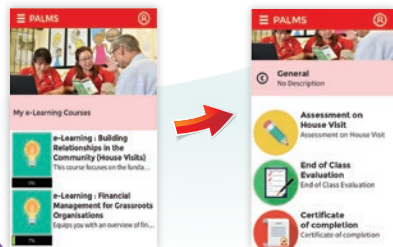
3

Click on the **menu** bar on the top left hand corner and select **"My Courses"**



4

Select the course and activity to begin



5

via Grassroots Connect Please enable pop up in your browser

Go to www.grassrootsconnect.pa.gov.sg

1

Login via **Grassroots Connect account** or your SingPass
(Upon login, please choose 'Desktop' view)



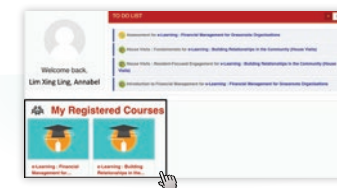
2

Click on **"e-learning"** on the bottom left hand side



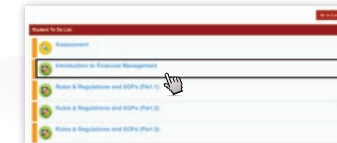
3

Select course under **"My Registered Courses"**



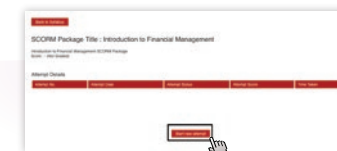
4

Select courseware (e.g. Introduction to Financial Management)



5

Click **"Start new attempt"** to begin



6

Scan the QR codes or click on the text below to download your app today!



[Play Store \(Android\)](#)



[App Store \(iOS\)](#)

Helpline: **6833 6029** or GC_Helpdesk@Tele-Centre.com
Monday - Saturday: 8am to 10pm | Sunday: 9am to 10pm

WHY JOIN THE GRASSROOTS PERSONAL MASTERY SERIES?

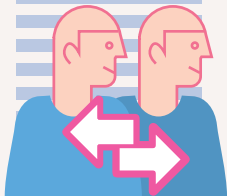
Broaden your perspectives. Sharpen your thinking skills. Grow your ability to influence others. In essence – become a more well-rounded, winsome you. Taught by specialists across various fields of expertise, this series of personal development courses will equip you with the emotional and intellectual skills to improve yourself as a person and a leader. Registration is completely free, with no strings attached.

WHO IS IT FOR?

The courses are open to all grassroots leaders. However, slots are limited. Hence, do register early to avoid disappointment. If your registration is successful, you will receive a confirmation e-mail.

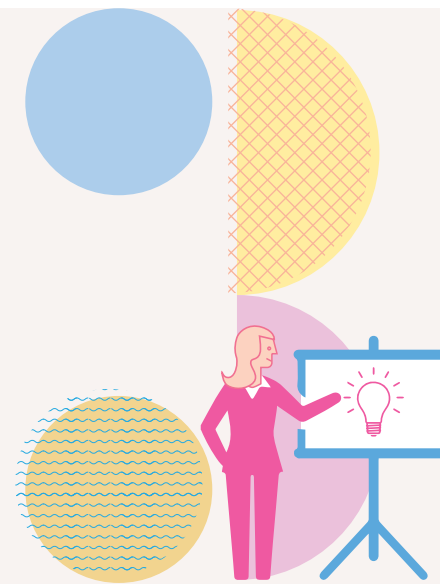
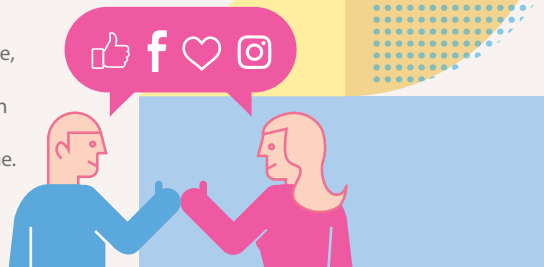
Embracing the Human Side of Change

Ready to be an effective agent of change? Through this 1-day course, you will understand the human side of organisational change, and improve your ability to successfully implement and lead your team through change.



Building Relationships through Social Media

How can you use social media to make a positive impact? Through this 1-day course, you will understand how social media affects community engagement, and learn to employ social tools and strategies to increase your visibility and influence online.

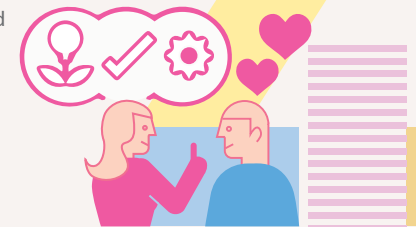


Design Thinking for Creative Problem Solving

Learn how to solve complex problems creatively, reevaluate existing practices and uncover unique insights through Design Thinking – a proven method for innovation and problem-solving.

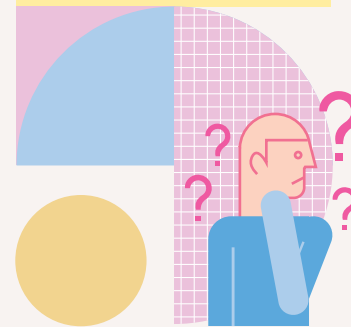
Using Storytelling to Influence Others

Be equipped with a powerful communication tool to influence people – storytelling. Build credibility and connect emotionally with people through stories, and learn the techniques of crafting purposeful stories to achieve your goals.



Secrets of Body Language

What is your body language saying about you? Learn to read people's non-verbal behaviour and gain insights into how they think and feel, while improving your own body language and everyday communication with others.



SIGN UP TODAY

Scan the QR code for more details on the course schedule and registration details. For more enquiries, call **6672 5200** or email nacli@pa.gov.sg



Meet Sonia Khurana



Adventurous, free-spirited yet grounded. Those are probably the first things that would jump out at you when you meet Sonia Khurana. Vice-Chairman of Skylife Residents' Network (RN), Sonia is an avid learner who actively puts into action what she learns at NACLI as she reaches out to the community through her grassroots involvement. Her tenacious spirit and passion for continuous learning often cause people to sit up and listen to whenever she speaks.

We recently spoke with Sonia on the ongoing COVID-19 situation to gather some of her thoughts on the issue and how she views the role of grassroots in times like these.

In your view, how best should we respond to the COVID-19 situation at the community level?

It's like the viruses that have come before. You need to build up your immune system, eat well, hydrate, exercise and be socially responsible!

How was the mask and hand sanitiser collection exercises like at your constituency?

It was an opportunity to connect and go the distance to offer excellent service to our fellow residents. During the hand sanitiser distribution, some residents had doubts about the hand sanitiser because it contained no alcohol. This reinforced the importance of arming GRLs with the necessary knowledge before deployment so that they can explain the important rationale to residents.



How do you think our Grassroots Leaders (GRLs) can help to beat this crisis?

We did not just give out masks but shared what we knew with those who came. We became a satellite Community Centre (CC) counter to provide residents with timely and accurate information.



Sounds like your RN leverages a lot of platforms to engage residents!

We need to use opportunities that come our way to build relationships. And we definitely need to go beyond traditional methods and harness social media to our benefit.



What do you think is the biggest shift we need to make for our GRLs to be future-ready?

I try not to be microscopic in my views but instead take a broader perspective to things. Think about why things are being done and not just assume.



Now that we are going through circuit breaker phase, what are your thoughts about how GRLs can help to reinforce the stay at home and safe distancing messages?

Let's be beacons of best practice and truth within our own spheres of influence. For a start, we can help by stopping the spread of unsubstantiated claims or fake news regarding safe distance breaches.



We could also actively help to refute false information when it is being spread within our own social circles.

Lastly, any words of advice or encouragement for fellow GRLs?

GRLs are meant to be an example not just to the community but to their families as well. A volunteer and a community leader. We need to continually learn, build resilience and empower others around us. In whatever we do, target families not just individuals.



We can still provide meaningful service even in these challenging times. Small acts like sharing information in our block chats, exchanging tips on how to keep our children occupied. Or even our failed attempts at keeping busy at home!

A little humour can go a long way in being a positive catalyst!

Disclaimer: Some photos in this article were taken before circuit breaker and during the time that safe distancing and masks were not mandatory.



4 STEPS to get your e-Certificate!

As part of our digitalisation efforts, NACLI is converting our hardcopy course certificates into e-Certificate. The e-Certificate access will be made available to all GRLs via Grassroots Connect. You will be able to view, print and save your course certificates at your own convenience.

To help you progressively transit to the e-Certificate arrangement, NACLI will continue to issue hardcopy certificate till 31 December 2020. The e-Certificate will be implemented in full with effect from 1 January 2021, by which time hardcopy certificates will no longer be issued by the Institute.

With the implementation of the e-Certificate, you will now be issued with certificates for all NACLI courses that you have attended, be it half-day or full-day with a minimum of 80% of attendance.

We look forward to having you onboard our e-Certificate initiative!

The step-by-step guide on how to view, print and save your e-Certificate is as follows:

STEP 1

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



STEP 2

You will be brought to the **Register for Courses** page. Click on **View My Training History**.



STEP 3

You will be brought to the **Training History** page. Select the period (From) and (To). Click the **Search** button. Click on the **View eCert** button.



STEP 4

The **CERTIFICATE OF ACHIEVEMENT** will be generated on a separate window.

To print and/or save the certificate, right click anywhere on the screen to view the selections.



**Life isn't the way it used to be.
Take heart that NACLI is still here for you as we press on to
fight COVID-19 with the community.**



As we are unable to connect with you through face-to-face training during this time, we have introduced F.L.I.P. & Learn @ NACLI to continue to support your learning virtually.

flip @ NACLI & learn

Flexi Lesson through Independent Participation



3 bite-sized learning packages on the topics listed below have been launched since April. So, do look out for these specially curated learning contents that you would be receiving via what's app through your COs! Some learning contents are also posted on NACLI's social media platforms.



- ➡ Combating Fake News during COVID-19 times
- ➡ Caring for our CommUNITY during COVID-19 times
- ➡ Keeping our GRO Teams Strong during COVID-19 times

See you on the 'flip' side!

