



# STRENGTHENING GOVERNANCE BY LEVERAGING THE OUTWARD MINDSET™ FOR NON-PROFIT ORGANISATIONS

## For Whom

- Board Members
- Executive Heads
- Management Staff

## Learning Outcome

At the end of the course, participants should be able to:

- Deeply understand the two underlying mindsets and their implications on results
- Collaboration and governance – learn how to create synergy despite competing priorities
- Learn to honestly assess—on an ongoing basis—the extent to which they are working with an inward mindset and how to work in a way that is more collaborative, fulfilling, and effective
- Learn to assess their performance within an organization and hold themselves accountable for their impact on others
- Positively influence others to change and strengthen governance and accountability
- Leverage mindset tools to address and resolve conflicts that undermine governance and accountability

## Course Content

- Why mindset matters for governance
- 2 Mindsets (Inward and Outward) and governance
- How we Turn Inward (and undermine robust governance)
- How we Turn Outward (for robust governance)
- Leading, collaborating and synergising with strengthened integrity and accountability

## Methodology

Facilitator-led discussions, individual and group exercises, one-on-one sharing and videos to aid understanding, participant workbooks

## Certification

Participants who attended and completed 90% of the course will receive a certificate of attendance.



## Overview

Governance plays a key role in Not for Profit Organizations. It increases confidence of beneficiaries, donors, staff, public and government that the mandate and promises made by the organization are fulfilled with integrity and accountability. To strengthen governance organizations emphasise on rules, regulations, policies, structures, processes, procedures, choosing the right people and audits. All these are vital and non-negotiable. However, with all these critical and non-negotiable facets, we still witness and hear of incidents where governance fails.

The problem is a little addressed facet of governance. It is mindset! However tight governance might be due to rules, regulations, policies, structures, processes, procedures, choosing the right people and performing audits, it is still at risk without the right mindset in the leaders and staff. People with the wrong mindset very easily find ways to circumvent rules and regulations or quickly find loopholes to take advantage of. Why so? Because mindset determines our ability to demonstrate integrity and accountability. In this 2 day workshop, we empower NPO leaders and staff to better understand the role of mindset in strengthening integrity and accountability to support governance.

## Course Facilitators

### Pang Zijun, Lynn

Head, Consulting, Arbinger Institute



Zijun graduated with a first class Bachelor in Economics from Northwest University of Politics and Law in China and gained her Postgraduate Certificate in Education (focusing on counselling) from the University of Nottingham (UK) with merit. She is a Arbinger Master Trainer. Before joining Arbinger, Zijun was a school lead counselor who led a team of counselors. She implemented initiatives to meet the needs of her team as well as the students and was active in establishing school- community partnerships that supported student development and educational outcomes. Her adopted counselling model which embedded time management, life and people skills has been proven helpful. It has helped team members be effective in their counselling roles and supported students in their development of academic, personal/social/emotional, and career skills.

After joining Arbinger, Zijun has supported clients in the region including T-Systems Malaysia, Tenaga Nasional Berhad (Malaysia), Microsoft, Genesys, SHELL, IBM, Standard Chartered Bank, PLUS Malaysia Bhd, Red Ribbon Bake Shop Chain (Philippines), Amman Mineral (Indonesia), Coca-Cola (Philippines), Tronox (China), Morning Star Community Services (Singapore), Dentons (China) Xian office, Ouroboros Overseas Study Counselling Studio (China), Affin Hwang Asset Management in strengthening their team culture and in measuring their impact on clients, culture and performance.

### Ng Xiang Yu Georgina

Consultant, Arbinger Institute



Georgina never fails to bring authentic and real conversations to the table. With almost a decade of experience working with underprivileged children with developmental delays and disabilities, her extraordinary perception to people and situations makes her highly adaptable and capable in identifying gaps and providing key solutions for clients.

Georgina is able to focus on the important things and give her 120% to her clients as a certified Arbinger consultant. With a strong passion in learning and helping others learn, Georgina brings in fresh and unconventional perspectives to partner and support leaders and organizations and better respond to uncertainties and disruptions in today's world.

Her calm disposition has helped participants to deeply reflect on their personal and professional life challenges. Her major clients include NUHS, AETOS, Merck Group, Raffles Girls' School, Nanyang Primary School, Woodgrove Primary School, Bukit View Primary School and Alexandra Primary School.