

# **NPM520 Lead and Manage Diverse Stakeholders**

**Level:** 5

**Credit Units:** 5 Credit Units

**Language:** ENGLISH

**Presentation Pattern:** EVERY JAN

## **Synopsis:**

NPM520 Lead and Manage Diverse Stakeholders focuses on leadership, engagement and management of diverse stakeholders including employees and volunteers in organisations. Volunteers, including individual and corporate volunteers, have different needs and motivations. Students will examine the disruptive forces and challenges organisations face in driving performance with diverse teams. The course equips students with relevant evidence-based frameworks, which they can practise in simulations and cases to produce positive impact of significance to organisations and communities.

## **Topics:**

- Collaborative models and decision-making
- Compensation and benefits
- Core principles of organisation behaviour
- Diversity in the workplace
- Employee-volunteer relations
- Managing roles and responsibilities
- Negotiating differences
- Performance appraisal and discipline
- Recruitment and hiring practices
- Stakeholder relations and management
- Strategic human resource management and volunteers as human capital
- Team dynamics

## **Textbooks:**

Lim, C., Su, Y., & Sng, H. L. (2022). Management and leadership of non-profit organisations in Singapore: A common language and shared meaning for transformation. World Scientific. Lim, C., Su, Y., & Sng, H. L. World Scientific  
ISBN-13: 9789811251498

**Learning Outcome:**

- Compare and contrast knowledge and principles of people management against different stakeholder needs (employees, volunteers).
- Appraise the forces that disrupt a team's performance.
- Examine the challenges non-profits face in driving performance with diverse teams
- Improve communication and presentation skills to enhance team effectiveness.
- Discuss evidence-based frameworks through simulations and cases, to produce positive impact on issues that matter to organisations and communities
- Combine diverse stakeholders groups to pursue non-profit mission and purposes creatively.

**Assessment Strategies - Regular Semester (Evening Class):**

<b>Components</b>	<b>Description</b>	<b>Weightage Allocation (%)</b>
Overall Continuous Assessment	GROUP BASED ASSIGNMENT 1	30
	PARTICIPATION 1	20
Overall Examinable Components	ECA	50
<b>Total</b>		<b>100</b>

\*The information listed is subject to review and change.