



Building responsible financial institutions

Capacity building for MFIs, banks, networks and associations

**MFC Services Presentation
2015**



What We Do

We **support** microfinance institutions, credit unions and banks to deliver more **effective**, more **responsible** finance to poor and low-income communities.

We deliver capacity building services in a number of ways, including:

CEO Club (peer learning platform for MFI leaders)

Open workshops, seminars, training courses

In-house staff training

Institutional management consulting

Launching local training centers

Internal training of trainers

Facilitating the process of social innovation





Capacity Building

Financial management & accounting

Microfin: Business planning & financial modelling

MFI financial analysis

Fundamentals of accounting

Internal control and audit

Investment readiness

Strategic management & governance

Effective HR management

Staff incentive systems

Making microfinance work:
Managing for improved performance

Credit management

Making profitable loans

Clients business and loan analysis

Delinquency management

Essentials of rural and agricultural microfinance

Client protection & social performance

Introductory workshop

Advanced client protection

Developing your SPM strategy
European Code of Conduct

Risk management

Credit scoring training

MFI financial risk management

Risk Management training

Adding value for clients

Improving customer service

Financial education counselling and training

“Plan Your Future” training of trainers
Gender Empowerment

Marketing

Strategic marketing for MFIs

New product development and product costing

Effective market research

New product design

Energy efficiency, clean and renewable energy

Housing finance



Assessments

Understand your **strengths** and **gaps** to **improve** practice.

Our assessment services include:

Client protection (Smart assessment)

Social performance (including QAT, SPI4, Moody's SPA)

European Code of Conduct

Housing microfinance product evaluation

Our institutional assessments generate a picture of your current practice in relation to international benchmarks and best practice, and help you create an action plan to increase your effectiveness.



Responsible Finance

Our capacity building offering includes services that help MFIs to protect their clients from harm, and deliver social value in line with their mission. This includes:

Advice on action-plans to members who complete a self-assessment

Operational assessments training to increase alignment with client protection principles

Support to develop the tools and skills needed to deliver financial education to clients

Developing national financial education strategies, sector-wide campaigns, trainings, counselling tools and staff training, institutional evaluations, and researching clients' needs for financial education

Developing responsible finance strategies, defining social performance measurement and management systems



Results to Date

Our work to date includes:

800 workshops, trainings and seminars delivered

500 microfinance institutions trained

20 microfinance networks and associations trained

6,000 microfinance professionals trained

50 institutional assessments completed

150 consulting assignments completed





Our Team



3 languages

English
Russian
Polish



15 trainers and consultants

Financial education
Management
Housing microfinance
Client protection
Social performance management
Gender
Product development
Market research
Strategic planning for SPM



30 countries

across the **EU**,
CEE & CA



Contact us

Contact us today to discuss how we can **s**upport you to **i**ncrease your **e**ffectiveness through our assessment and capacity building services.

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