



# **MFC Services Presentation**

**Capacity building for MFIs, banks, networks and associations**

# Building responsible financial institutions



## 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)

In-house  
staff  
training

Internal  
training of  
trainers



Open  
workshops,  
seminars,  
training  
courses

Institutional  
management  
consulting

Facilitating the  
process of  
social  
innovation

Launching  
local training  
centers

# Capacity Building



## Financial management & accounting

Microfin: Business planning & financial modelling  
MFI financial analysis  
Fundamentals of accounting  
Internal control and audit  
Investment readiness

## Credit management

Making profitable loans  
Clients business and loan analysis  
Delinquency management  
Essentials of rural and agricultural microfinance

## Risk management

Credit scoring training  
MFI financial risk management  
Risk Management training



# Capacity Building



## Marketing

Strategic marketing for MFIs  
New product development and product costing  
Effective market research

## Strategic management & governance

Effective HR management  
Staff incentive systems  
Making microfinance work:  
Managing for improved performance

## Client protection & social performance

Introductory workshop  
Advanced client protection  
Developing your SPM strategy  
European Code of Conduct

# Capacity Building



Strategic  
management &  
governance

Improving customer service  
Financial education counselling and training  
“Plan Your Future” training of trainers  
Gender Empowerment

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 (SPI4)

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**

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

**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

# 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 & 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



# Leading the Curve



We use our research results to inform the development of new financial products and policies that improve access to financial services.

We conduct:

Quantitative  
and  
qualitative  
research  
studies

Demand for  
financial  
services (credit,  
deposits,  
microinsurance)  
Access to finance  
Over-indebtedness  
Entrepreneurship

Enterprise and  
MFI  
surveys

Demand for  
financial  
services (credit,  
deposits,  
microinsurance)  
Access to finance  
Over-indebtedness  
Entrepreneurship

Market surveys

Supply side: financial  
service providers,  
including banks and  
MFIs  
Demand side: low-  
income people,  
microfinance clients

# Contact us



Contact us today to discuss how we can support you to increase your effectiveness through our assessment and capacity building services.

## Microfinance Centre

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