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
Assessments

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.
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:

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>800</td>
<td>workshops, trainings and seminars delivered</td>
</tr>
<tr>
<td>500</td>
<td>microfinance institutions trained</td>
</tr>
<tr>
<td>20</td>
<td>microfinance networks and associations trained</td>
</tr>
<tr>
<td>6,000</td>
<td>microfinance professionals trained</td>
</tr>
<tr>
<td>50</td>
<td>institutional assessments completed</td>
</tr>
<tr>
<td>150</td>
<td>consulting assignments completed</td>
</tr>
</tbody>
</table>
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 across the EU, CEE & CA

30 countries
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 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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