



**Chief HR Officers Peer Exchange Workshop**  
**“Staff Recruitment and Retention”**  
7–8 October 2019, Warsaw, Poland

## Agenda

### October 6 (Sunday), 2019

Arrival in Warsaw

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19:30 – 21:30      Dinner<sup>1</sup>

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### October 7 (Monday), 2019

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07:30 – 08:30      Breakfast

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*Facilitator: Piotr Korynski, CEO FORUM Leader*

09:00 – 09:15      **Introductions, Objectives and Agenda for the Workshop / Expectations**  
Agenda and Learning Objectives  
*Welcome: Grzegorz Galusek, Executive Director, MFC*

## PART ONE: WHAT ARE THE BEST PRACTICES IN EMPLOYEE RECRUITMENT AND RETENTION?

*Facilitator: Kim Pityn, Chief Operations Officer, MEDA (Canada)*

09:15 – 10:45      **Session 1: What are the Trends and Best Practices in Employee Recruitment?**

*Potential topics to be covered:*

- *Market Trends for Jobs in Microfinance / candidate driven market / competition with bank hiring market*
- *Recruitment Marketing and Inbound Recruiting*
- *Employer Branding*
- *Building Talent Pools: Internal versus external recruiting*
- *Candidate Relationship Management*
- *Social and Collaborative Recruiting*
- *Recruitment Automation and Data-Driven Recruitment*

10:45 – 11:00      *Coffee break*

11:00 – 12:00      **Session 2: How to Successfully Manage Employee Retention?**

*Potential topics to be covered:*

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<sup>1</sup> On your own cost

- Onboarding and orientation
- Mentoring and coaching
- Compensation
- Recognition and rewards systems
- Work-life balance
- Flexibility
- Support, feedback and personal development
- Training and professional development
- Perks
- Employee empowerment
- Employee engagement (motivation – hygiene theory)
- Eliminating toxic environment
- Collaboration

12:00 -13:00

**Session 3: How Does External Environment Influence Recruitment and Retention Decisions?**

*Potential topics to be covered:*

- Role of labor laws on hiring and retention decisions
- Impact of hiring practices prevailing in the local labor market
- Work culture
- Labor unions
- Other external influencers

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13:00 – 14:00

*Lunch (served at the workshop location)*

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**PART TWO: HOW DO WE MEASURE UP TO THE BEST PRACTICES IN EMPLOYEE RECRUITMENT AND RETENTION?**

*Facilitator: Nejira Nalic McCarrick, former CEO of Mi-Bospo, Bosnia and Herzegovina; Piotr Korynski, CEO FORUM Leader*

14:00 – 15:15

**Session 4: How do We Recruit and Retain Our Staff?**

Participants' Short Presentations

15:15 – 15:30

*Coffee break*

15:30 – 16:30

**Session 5: How do We Recruit and Retain Our Staff?**

Participants' Short Presentations (continued)

16:30 – 16:45

**Session 6: What are Our Common Challenges?**

Large Group Discussion

16:45 – 17:00

**Session 7: Summary and Evaluation**

Debriefing of Day One

*Facilitator: Piotr Korynski, CEO FORUM Leader*

17:00

**Closure of Day One**

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19:00 – 21:00

*Group Dinner in the Warsaw Old City (sponsored by the CEO Forum)*

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## October 8 (Tuesday), 2019

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07:30 – 08:30 Breakfast

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09:00 – 09:15 **Session 1: Welcome**  
Agenda and Learning Objectives for Day Two  
Grab the Koosh Activity: Reflections on Day One  
*Facilitator: Piotr Korynski, CEO FORUM Leader*

### PART THREE: HOW CAN WE BETTER MANAGE EMPLOYEE RECRUITMENT AND RETENTION IN OUR MFI'S?

*Facilitator: Nejira Nalic McCarrick, former CEO of Mi-Bospo, Bosnia and Herzegovina*

09:15 – 10:45 **Session 2: How Hiring Decisions are Made and Executed in MFIs?**  
Facilitated Discussion / potentially a case study

10:45 – 11:00 *Coffee break*

11:00 – 12:30 **Session 3: How Can We Make Our Employee Retention More Effective?**  
Facilitated Discussion / potentially a case study

*[Note: We could use a simple case study or run a live case study using one participant's organization to bring out the importance of strategic recruitment]*

12:30 - 13:00 **Session 4: How Well are We Doing in Relation to Best Practices?**  
A Large Group Discussion

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13:00 – 14:00 *Lunch (served at the workshop location)*

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### PART FOUR: WHAT ARE THE KEY TAKEAWAYS FOR OUR HR STRATEGIES?

14:00 – 14:45 **Session 5: What Have We Learned about Effective Recruitment and Retention?**  
A Large Group Discussion  
*Facilitator: Nejira Nalic McCarrick, former CEO of Mi-Bospo, Bosnia and Herzegovina*

14:45 – 15:00 **Session 6: Summary of Workshop, Evaluation and Steps Forward**  
Debriefing of Day Two  
*Facilitator: Piotr Korynski, CEO FORUM Leader*

15:00 **Closure of Day Two**

## **Workshop Facilitators**

### **Kim Pityn**

Kim Pityn provides over 25 years' experience in human resource consulting, management and technical training in international development and business. Ms. Pityn is the Chief Operations Officer at MEDA. She has served as the Vice President of International Operations, Director of Human Resources, Project Director of MEDA's small business development program in Haiti, and conducted workshops in Africa, Latin America, Romania, and Pakistan. Ms. Pityn holds an HBA in Business Administration, from the University of Western Ontario's Ivey Business School, a professional designation from the Human Resource Professional Association of Ontario, and a certificate in Adult Education. Ms. Pityn has served for as the Chair of the Board of IMON International, a MFI in Tajikistan and on CAPA, a MFI in Romania.

### **Nejira Nalic McCarrick**

Nejira Nalic McCarrick is the founder and Director of the first microcredit project in Bosnia and Herzegovina and the initiator of microcredit specifically for women in the country. Over the period of almost 23 years Ms. Nalic McCarrick has provided vision, leadership, and operational management to build MI-BOSPO into one of the national field leaders with a portfolio approaching Euro 30 million. Ms. Nalic McCarrick was the initiator of the Assembly of Associations for Responsible Personal Finance, "Plus", served on the Board of Trustees of Women's World Banking for 9 years and was a supporter of the Women in Business Network – non financial services to MI-BOSPO clients and women entrepreneurs. Ms. Nalic McCarrick is a practitioner and has spoken at numerous international conferences. Ms. Nalic McCarrick is currently an independent consultant, pursuing personal development goals including studying International Relations, part time work and consultancies. She is based in Switzerland.

### **Piotr Korynski**

Mr. Korynski is a development finance and economic development specialist with significant field experience working in more than 20 countries. For over 10 years, Mr. Korynski led the efforts of Soros Economic Development Fund, a social investment vehicle of the Open Society Institute to develop microfinance globally. He helped to initiate and operate 10 microfinance institutions as well industry infrastructure projects such as MIX and Microfinance Management Institute. He was also involved in microfinance policy programs to create appropriate legal and regulatory framework for access to financial services for low-income people in specific countries of Eastern Europe. He is also an organizational development expert and an executive coach. Mr. Korynski is a graduate of the Ohio State University and the Kellogg School of Management.