



# BOULDER MICROFINANCE TRAINING PROGRAM

TURIN, ITALY



## INTRODUCTION

The Boulder Microfinance Training Program is a two week program that brings together a wide range of financial inclusion professionals to deeply explore the challenges facing the microfinance industry. Participants in this Microfinance Training Program will discover and discuss new strategies and fundamental themes for the development and advancement of the global industry. They will obtain a thorough understanding of the strategies MFIs can use in the areas of product design, portfolio, risk management, digital transformation, HR, financial and social performance. These will help MFIs explore the practical and ethical dilemmas faced while balancing the need to support clients while at the same time ensuring long-term sustainability.

The programme offers 12 elective courses to choose from, where participants explore and debate key topics with the support and guidance of renowned global faculty. The elective courses engage participants with thought provoking readings, exercises, and group work to equip them with practical tools and strategies to confront challenging times.





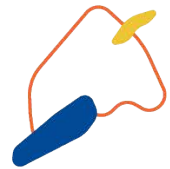
## WHO ATTENDS THIS COURSE

We welcome senior and mid-level professionals from financial institutions dedicated to financial inclusion, professionals from microfinance support institutions, central banks, ministries of finance, funding partners, development organizations, investors and universities

## WHAT YOU WILL LEARN

Participants of the course will:

1. Explore microfinance techniques for effortless client empowerment
2. Explore client-centered growth
3. Navigate digital transformations
4. Tackle leading change in finance's dynamic landscape
5. Become part of a community with senior faculty and experienced peers
6. Exchange experiences on dos and don'ts in approaching key challenges



## COURSE CONTENT

The program will focus on the latest innovations and core practices for:

- obtaining and retaining clients through client centric practice,
- managing the process of digitalizing operations that transform business models,
- benchmarking financial performance, ratings, and certifications, and,
- managing risk.

The two weeks agenda includes **masterclasses** and **elective sessions**. The Masterclass series will cover hot topics like climate change resilience, gender specific opportunities, open banking, over indebtedness in competitive markets, and rural financial services. All participants participate in the Masterclass series the first hour of each morning.

Then everyone chooses one elective course for the remainder of the morning and one for the afternoon. These electives will run from Monday through Thursday.

Friday, participants will switch to another elective course for a 2.5-hour intensive seminar on one of the other topics. This will allow each participant to experience a variety of topics at different levels of intensiveness during their stay.





## MEET THE BOULDER TRAINING TEAM

### MASTER CLASS: Managing Growth, Competition and Inclusion



*Robert Christen*



*Gerhard Coetzee*



*Momina Aijazuddin*

### ELECTIVE COURSES



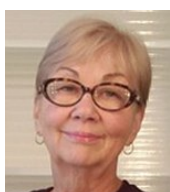
#### **Craig Churchill | Risk and resilience**

Gain a hands-on opportunity to explore how financial services – savings, credit and insurance – can be used to help low-income households and microentrepreneurs to manage risks more effectively.



#### **Ivo Jenik | Managing digital transformation**

Understand the evolution of the broader digital ecosystem and the opportunities this creates to innovate in your organization's path toward digitalization.



#### **Linda Jones | Serving smallest farmers**

Examine approaches microlenders can adopt to manage risk in rural finance, with a special emphasis on female headed farming households



#### **Carlos Silis | Building client centricity**

Build client centricity into your support of client's finances through your digital transformation.



#### **Lucy Lawrence | Digital innovation strategy**

Explore the critical elements for success as revealed by case studies of two major US corporation's digital transformation journeys.





**Aldo Moauro | Ratings, certifications, reviews**

Social and Environmental Performance and Client Protection risk management in micro and digital finance. The Social and Environmental Rating and the Client Protection Certification as third-party evaluation tools.



**Anup Singh | Digitalizing products and services**

Discuss how to produce quick wins by adjusting traditional products through digitalized communications, processes, and marketing.



**Leslie Ann McLean | Managing the design process**

How to build and manage teams that must obtain optimal outcomes as they create digital innovations while simultaneously running a business-as-usual with legacy systems.



**Nathan Were | Rural digital financial services**

Look at global trends in digital rural finance and the various successful business models led by MNOs, banks and e-commerce.



**Petronella Chigara / Stephen Peachey | Human Centered Design**

‘Human Centered Design’ enables your organization to be empathetic, collaborative and intentional in creating solutions.



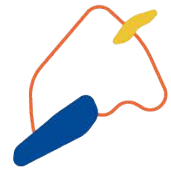
**Paul Makin | Cybersecurity**

Examine key developments in customer onboarding, privacy, and protection, as well as in cybersecurity, AML, digital identity through API’s, and fraud.



**Gabriel Davel | Overindebtedness**

Learn from the lessons of failures in microfinance markets, early warning indicators, as well as the relevant international standards related to risk.





## CERTIFICATE

Upon completion of the course, participants will receive a certificate of participation.

## ABOUT BOULDER INSTITUTE

Since 1995, the Boulder Institute has trained over 7,500 professionals in our Microfinance, Digital Transformation, Rural and Agricultural Finance, and Executive Leadership programs, bringing together representatives from microfinance institutions, support organizations and government agencies around new content that is evidence based. The Boulder Institute has capitalized on the reach of its programs and the depth of its engagement in the microfinance sector by generating paradigm-shifting conversations about financial inclusion, rural financial services, and MFI governance in heated markets.

As the paramount training institution around inclusive financial services, Boulder Institute has created a vast network of faculty who are recognized experts in the inclusive finance industry. Boulder Institute is known for helping industry professionals understand the changes needed to effectively serve the lower-income markets in their countries in a way that no other training institution is able to develop.

## DATES

15-26 JULY, 2024, Turin



## LANGUAGES

English

## PRICE

Tuition fee 4,425 EUR, Subsistence 1,445 EUR, total 5,870 EUR

## REGISTRATION FORM

<https://oarf2.itcilo.org/STF/A9017619/en>

# INFO

## FOR FURTHER INFORMATION PLEASE CONTACT

### **Boulder Institute of Microfinance**

120 E Washington Street Suite 325

Syracuse, New York 13202, USA

T +1 315 760 3091

[ask@boldermicrofinance.org](mailto:ask@boldermicrofinance.org)

<https://eng.boldermicrofinance.org/>

### **International Training Centre of the ILO**

Viale Maestri del Lavoro, 10

10127 Turin – Italy

T +39 011 693 6530

[boulder@itcilo.org](mailto:boulder@itcilo.org)

[www.itcilo.org](http://www.itcilo.org)



COURSE CODE: A9017619