

Management course for enterprise support organizations and BDS

providers
timetable

	Day 1	Day 2	Day 3	Day 4	Day 5
	OPENING SESSION	GROWTH. OPTIONS FOR DIVERSIFIED GROWTH	EVIDENCE BASED STRATEGIES FOR SERVING VARIOUS SEGMENTS	FINANCING ESO OPERATIONS	DEVELOPING ACTION PLANS AND NEXT STEPS
9:00 – 10:30	Management and sustainability challenges of the ESOs and BDS providers	Growth in segments and products. Options and strategic choices.	Serving small and growing enterprises using the SCALE approach.	Global context for financing and shift of paradigm. (focus on external financing)	
10:30 – 11:00	COFFE BREAK				
	CLIENT CENTRICITY AND STAKEHOLDER MANAGEMENT	PRODUCTS AND SERVICES OPEN SPACE	EVIDENCE BASED STRATEGIES FOR SERVING VARIOUS SEGMENTS	FINANCING MECHANICS	CLOSING SESSION
11:00 – 12:30	Who is your client? Shift towards SMEs as clients.		SERVING AGRICULTURAL and rural SMEs	Combining sources of financing for sustainable operation (focus on charging clients)	
12:00 – 14:00	LUNCH				
	SEGMENTATION OF MSMEs	PRODUCTS AND SERVICES OPEN SPACE	EVIDENCE BASED STRATEGIES FOR SERVING VARIOUS SEGMENTS	STAFF, STRUCTURE AND CULTURE	
14:00 – 15:15	Exploring various segments of MSMEs that are being served by ESOs and BDS providers	ctd	Women led enterprises. Serving micro and startup entrepreneurs	Building internal systems for delivery (HR, org structures, data, culture and others)	
15:15 – 15:45	BREAK				
	ESO BUSINESS MODELS AND VALUE PROPOSITION	EVIDENCE BASED STRATEGIES FOR SERVING VARIOUS SEGMENTS	DIGITAL DELIVERY	STAFF, STRUCTURE AND CULTURE	
15:45 – 17:00	Exploring dimensions of value. Value triangle and positioning in various segments.	Serving small and growing enterprises using the SCALE approach with ARGIDIUS Foundation.		ctd	