INTERNATIONAL TRAINING CENTRE OF THE ILO

ENTERPRISE DEVELOPMENT PROGRAMME

COURSE A-	Making Microfinance Work: Managing for Improved Performance	LANGUAGE OF THE COURSE: Arabic	WEEK No. 1	FROM Jan 17, 11	TO Jan 21, 11	RM. Crowne Plaza Hotel

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:30 10:30	Welcome, introductions, orientation, and ice breaker **I. Introduction to Microfinance Management** 1. The Manager's Mandate	3. Institutional Options	6. Product Development	8. Customer Service	11. Credit Risk
10.45 12.30	1. The Manager's Mandate	3. Institutional Options 4. Strategic Direction	6. Product Development 7. Communicating Value	8. Customer Service	11. Credit Risk 12. Fraud and Security Risk
Lunch Break					
13.30 15.30	2. Financial Services and the Poor	4. Strategic Direction **II. Markets and Marketing** 5. Market Research	7. Communicating Value	9. Customer Loyalty	12. Fraud and Security Risk
15.45 17.30	3. Institutional Options	5. Market Research	7. Communicating Value	**III. Managing Risks** 10. Introduction to Risk Management	13. External Risks Conclusion: Week in Review Action Plan Highlights
Homework	MiBanco Case	Selecting an Appropriate Research Methodology	Testing a Sales Strategy	Risk Assessment	

INTERNATIONAL TRAINING CENTRE OF THE ILO
ENTERPRISE DEVELOPMENT PROGRAMME

COURSE A-	Making Microfinance Work: Managing for Improved Performance	LANGUAGE OF THE COURSE: Arabic	WEEK No. 2	FROM Jan 24, 11	TO Jan 28, 11	RM.	Crowne Plaza Hotel

TIME	SATURDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
8:30 10:30	**IV. Organisational Architecture** 14. Human Resource Management	15. Institutional Culture	17. Using Organisational Architecture to Manage Growth **V. Toward Greater Efficiency and Productivity** 18. Understanding Efficiency and Productivity	22. Costing and Pricing	21. Managing Change 23. Plans, Budgets and Reports
10.45 12.30	14. Human Resource Management	15. Institutional Culture	18. Understanding Efficiency and Productivity	22. Costing and Pricing	23. Plans, Budgets and Reports
Lunch Break					
13.30 15.30	14. Human Resource Management	16. Organisational Structure	19. Performance Incentives	20. New Technologies	24. Managing Performance
15.45 17.30	14. Human Resource Management	16. Organisational Structure 17. Using Organisational Architecture to Manage Growth	19. Performance Incentives	21. Managing Change	Final exam Course evaluation
Homework	Turn HR Strategy into Policies	CorpoSol Case Study	Ratio Exercise	Expectation Questions	