



SCHOOL OF AFRICAN MICROFINANCE

2018 Training

Building High Performance Microfinance Institutions

3rd - 14th September 2018

Sarova Whitesands Beach Hotel - Mombasa, Kenya

samtraining.org

• Knowledge • Skills • Insights • Ideas



FRONTFIN
RAISING THE LIMITS.™

The Program

35+

African Nationalities
since 2005

COURSE INFORMATION

Date: 3rd - 14th September 2018
Venue: Sarova Whitesands Beach
Hotel Mombasa, Kenya
Enroll: www.samtraining.org
Email: info@samtraining.org

COURSE FEE – US\$4,950

Fee covers Tuition, Course Documentation, Meals & Accommodation (from the night before the course commencement).
Payment MUST be received on or before **31st July, 2018**.

OUR PAST FACULTY

Chris Malwade (Consultant)
Dr. Steve Ogidan (Consultant)
Eva Kiplagat (Consultant)
Jith Wijesiriwardana (UVADES)
Kadry Furany (CARE Canada)
Nkosilathi Moyo (Vision Fund)
Lucy Nguru (Frontfin)
Joe Maye (Consultant)
Julie Redfern (MEDA)
Michael Mithika (Frontfin)
Rosemary Kantai (Frontfin)
Rose Mwaniki (Consultant)
Ruth Dueck Mbeba (MEDA)
Ruth Faust-Jacobs (MEDA)
Tom Sitati (Consultant)
Victoria Smith (MEDA)

COURSE RESERVATION

Due to the limited number of spaces, applications will be accepted on a first-come basis.

Permanent reservations will only be made once applications and full payment have been received.



Financial institutions, such as microfinance institutions and banks at the forefront of delivering financial services to millions of unbanked are required to maintain and improve operational efficiency, portfolio quality and capital reserves. MFIs and banks must mitigate against possible significant withdrawals of savings and deposits, declining flow of remittances and rising inflation.

To meet these challenges, recognize the opportunities and remain competitive, microfinance institutions and banks need to build and expand their distinctive capabilities through developing their talent to attain higher levels of performance.

A Phenomenal Learning Experience

The **School of African Microfinance (SAM)** annual two-week training is designed to expand the collective capabilities of institutions by building **individual knowledge** and **skills** to achieve strategic goals; to achieve **High Performance** that creates sustainable value.

Our training, with up to 14 courses to choose from, is singularly focused on delivering the knowledge, skills and capabilities that ensure institutions have **market-focused strategies; execute flawlessly** - delivering appropriate products and services; and have the **culture, structure** and **talent** to perform.

Our world-class training is delivered by some of the most knowledgeable and experienced industry professionals, consultants and executives. Their unmatched international training experience ensures that **training at SAM is effective**.

As the leading microfinance training program in Africa, since 2005, we have managed to deliver a phenomenal learning experience over two-weeks that results in **Better Decisions, Better Practices, and Better Mindsets**.

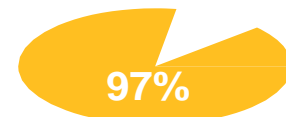
Careful selection of participants and limited attendance promotes an active exchange of ideas with the faculty and provides participants with a unique opportunity to meet and work with colleagues from a wide variety of frontier finance institutions and countries.

Who Should Attend

SAM brings together more than 100 middle level and senior microfinance managers, consultants, central bankers, micro-bankers from MFIs, banks, cooperatives & credit unions, donors & program staff with a desire to perform at a higher level.

Participants come from more than 20 different countries, but mainly East and Southern Africa, English-speaking West Africa and the Middle East & North Africa (MENA) region. This makes for unrivalled interaction both in and out of class.

97% of past participants found SAM extremely relevant



"Excellent experience, excellent faculty, good networking and partnerships. I would like to attend again in future".

Valentine Whensu
2016, Nigeria.

To Register: samtraining.org

Training Structure

14

Courses in 2 weeks

Course Format

SAM courses are facilitated by faculty who are recognized, leading experts and trainers in microfinance who have taught regularly at other premier international courses. The daily agenda:

Plenary Sessions - The plenary sessions address a theme or topic presented via a keynote speech or panel presentation, with working groups or Q&A following the presentations. These sessions are designed to broaden participants' perspective on the industry.

Course Sessions - These sessions consist of core lectures, practical exercises and applied cases organized into morning and afternoon sessions. Of the 14 courses offered at SAM, participants are able to participate in a maximum of 4 courses. *For the full courses listing please visit www.samtraining.org

Moderated Presentations / Discussions - These offer an informal opportunity for participants to share their thoughts and experiences based on specific themes. Participants and faculty present case studies from their institutions.

Presentation / Information on your institution - The evening moderated discussions will be focused on experience sharing so we encourage participants to bring slideshows on the successes and/or challenges facing them so that they can share ideas.

Daily Agenda		
0830	- 1000	Plenary Presentation
1000	- 1030	Tea Break
1030	- 1300	Morning Course
1300	- 1400	Lunch Break
1400	- 1630	Afternoon Course
1630	- 1700	Tea Break
1700	- 1830	Moderated Discussions
		Dinner
Evenings		Homework/course reading

COURSES

Agriculture Value Chain Finance
 Business Planning & Financial Projections with Microfin
 Business Process Improvement
 Customer Service Excellence
 Driving Growth for Business Development
 Delinquency Management
 Governance, Compliance & Regulation
 Individual Lending
 Insightful Leadership
 Internal Controls & Fraud
 Management for New Managers
 Managing for Value
 Market Research for MFI's
 Microfinance & Retail Banking
 Product Development
 Reporting, Financial Analysis & Monitoring of MFIs
 Strategic Marketing & Branding
 Savings & Mobilisation
 Talent Management

PAST PARTICIPANTS

ABA, Egypt
 Al-Thiqa, Iraq
 Akiba Commercial Bank, Tz
 Bank of Uganda
 Cameroon Coop Credit Union
 Co-operative Bank, Kenya
 Central Bank of Kenya
 Central Bank of Nigeria
 CRDB, Tanzania
 Dexcentre, Nigeria
 Druk Associates, Bhutan
 FACETA Central, Guatemala
 FARE, Mozambique
 FINCA, Uganda
 FSDT, Tanzania
 Hand in Hand E.A., Kenya
 Hasal MFB, Nigeria
 Juhudi Kilimo, Kenya
 K-Rep Dev. Agency, Kenya
 MITAF, Sierra Leone
 NAMB, Nigeria
 Zigama CSS, Rwanda
 Pakistan Microfinance Network
 Pride, Tanzania
 PRIDE Microfinance MDI, Uganda
 FARE, Mozambique
 Untu Microfinance, Zimbabwe
 Vision Fund, Zambia

What to Bring

Laptop: This is a practice-focused workshop; participants will often start the process of planning and implementing the tools for their organization as part of the courses ~ so bring one if possible!

"My SAM experience gave me the ability to conjure the world. The richness of the courses and the wealth of experience of the participants, left me challenged. Thank you so much".

Annette Nantumbwe
 2014, Uganda.



About Frontfin

Frontfin is a Micro and SME finance training company focusing on creating high performance organizations serving the frontier finance markets.

Through our trainings & forums, we build and expand the distinctive capabilities of institutions' leaders, imparting the know-how to increase measurable impact.

Since 2005, we have trained more than 1000 professionals from more than 40 countries.

We run Africa's leading microfinance training program School of African Microfinance (SAM).

Frontfin training is a wholly owned subsidiary of J.M. Mantle & Co Limited, a leading financial services consulting company in Kenya.

Frontfin Training Limited:

MCK House

P.O. Box 28088 00200

Nairobi, Kenya

Tel: +254 20 272 0086

Fax: +254 20 272 0189

Email: info@samtraining.org



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