Human Resources Management for Microfinance Institutions Training Course

Professional Development Training Course Outline

Category	Microfinance & Financial Inclusion	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Human Resources Management for Microfinance Institutions Training Course equips participants with the knowledge and practical skills to manage human capital effectively within MFIs. HR management is a critical function that ensures organizational performance, employee engagement, and alignment with financial inclusion objectives. This course emphasizes strategic HR planning, talent management, performance monitoring, and employee development, focusing on fostering a motivated and productive workforce.

Through interactive workshops, case studies, and practical exercises, participants will learn to implement HR strategies, design effective policies, and optimize workforce performance. By the end of the course, participants will be able to develop HR frameworks that enhance employee satisfaction, improve operational efficiency, and contribute to the overall success of microfinance institutions.

Programme Curriculum

Human Resources Management for Microfinance Institutions Training Course

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will be able to develop HR frameworks that enhance employee satisfaction, improve operational efficiency, and contribute to the overall success of microfinance institutions.

Course Objectives

1. Understand the fundamentals of HR management in MFIs
2. Develop HR strategies aligned with organizational goals
3. Implement effective recruitment and talent acquisition processes
4. Design performance management and appraisal systems
5. Enhance employee motivation, engagement, and retention
6. Develop learning and development programs for staff
7. Ensure compliance with labor laws and regulations
8. Manage workforce planning and succession strategies
9. Strengthen organizational culture and communication
10. Address conflict resolution and employee relations challenges
11. Measure HR performance and impact on organizational success
12. Integrate HR analytics for informed decision-making
13. Gain hands-on experience in HR strategy and policy implementation

Organizational Benefits

- Improved workforce performance and productivity
- Enhanced employee engagement and retention
- Strengthened HR policies and frameworks
- Better compliance with labor laws and regulations
- Efficient talent acquisition and succession planning
- Evidence-based HR decision-making
- Improved organizational culture and communication
- Reduced conflict and enhanced employee relations
- Capacity building for HR staff and management
- Alignment of human resources with strategic objectives

Target Audiences

- HR managers and officers
- MFI executives and senior managers
- Recruitment and talent acquisition staff
- Learning and development officers
- Employee relations and performance management staff
- Compliance and labor relations officers
- Program managers and coordinators
- Strategic planning teams

Course Duration: 10 days

Course Modules

Module 1: Introduction to HR Management in MFIs

- Fundamentals of human resources management
- Role of HR in financial inclusion institutions
- Strategic HR planning
- HR functions and responsibilities
- Aligning HR with organizational objectives
- Case Study: HR transformation in a growing MFI

Module 2: Workforce Planning and Job Analysis

- Assessing workforce needs and gaps
- Conducting job analysis and role definitions
- Workforce planning for short-term and long-term needs
- Succession planning and talent pipelines
- Aligning roles with strategic goals
- Case Study: Workforce planning for a rural microfinance program

Module 3: Recruitment and Talent Acquisition

- Designing recruitment strategies
- Sourcing and attracting top talent
- Selection and interview techniques
- Onboarding and orientation processes
- Employer branding for MFIs
- Case Study: Recruitment process optimization for an MFI

Module 4: Performance Management Systems

- Designing performance appraisal frameworks
- Setting KPIs and performance metrics
- Linking performance to rewards and recognition
- Managing underperformance
- Continuous feedback and coaching
- Case Study: Implementing a performance management system in an MFI

Module 5: Employee Motivation and Engagement

- Understanding employee motivation factors
- Strategies to enhance engagement and productivity

- Recognition and reward programs
- Building a positive organizational culture
- Employee satisfaction surveys and analysis
- Case Study: Boosting engagement in a microfinance institution

Module 6: Learning and Development Programs

- Designing training and development initiatives
- Skills gap analysis and workforce development
- Mentoring and coaching programs
- E-learning and blended learning approaches
- Evaluating training effectiveness
- Case Study: Developing a staff training program for MFIs

Module 7: Compensation and Benefits Management

- Designing fair and competitive compensation packages
- Benefits administration and incentives
- Salary benchmarking and market analysis
- Performance-based compensation strategies
- Legal and compliance considerations
- Case Study: Compensation strategy alignment with MFI objectives

Module 8: Employee Relations and Conflict Management

- Identifying workplace conflicts and sources
- Conflict resolution and mediation strategies
- Building positive employee relations
- Managing disciplinary procedures
- Enhancing communication and feedback
- Case Study: Resolving workplace conflicts in MFIs

Module 9: HR Policies and Compliance

- Developing HR policies and manuals
- Ensuring compliance with labor laws
- Employment contracts and regulations
- Health, safety, and workplace standards
- Monitoring compliance and updates
- Case Study: Implementing HR compliance frameworks in an MFI

Module 10: Organizational Culture and Change Management

- Understanding organizational culture
- Aligning culture with strategy and objectives
- Managing change effectively
- Promoting inclusivity and diversity
- Measuring cultural alignment
- Case Study: Driving cultural transformation in an MFI

Module 11: HR Analytics and Data-Driven Decision Making

- Introduction to HR metrics and analytics
- Collecting and analyzing HR data
- Using analytics for decision-making and workforce planning
- Reporting HR performance to management
- Benchmarking and trend analysis
- Case Study: Implementing HR analytics in a microfinance institution

Module 12: Leadership Development and Succession Planning

- Identifying high-potential employees
- Leadership competency frameworks
- Designing succession plans
- Mentorship and career development programs
- Monitoring leadership performance and growth
- Case Study: Leadership development program for MFI managers

Module 13: Diversity, Equity, and Inclusion in MFIs

- Understanding DEI principles
- Implementing inclusive HR policies
- Promoting gender equity and workplace diversity
- Measuring DEI outcomes
- Creating an inclusive workplace culture
- Case Study: Enhancing diversity in a microfinance workforce

Module 14: HR Risk Management

- Identifying HR-related risks
- Mitigating employee and organizational risks
- Compliance and reputational risk management
- Developing contingency plans
- Monitoring and reviewing HR risks

- Case Study: HR risk mitigation in microfinance operations

Module 15: Practical Exercise: HR Strategy Development

- Designing a comprehensive HR strategy for an MFI
- Integrating recruitment, performance, and training plans
- Peer review and feedback sessions
- Presenting HR strategies to management and stakeholders
- Applying lessons from case studies
- Case Study: Participants develop a full HR strategy for a microfinance institution

Training Methodology

- Interactive presentations and discussions
- Hands-on HR strategy development workshops
- Group case study analysis and problem-solving
- Peer review and feedback sessions
- Practical exercises in recruitment, performance, and training management
- Presentation and evaluation of drafted HR strategies

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.
f. Payment should be done at least a week before commence of the training, to Fineskill Training Center

account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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