Microfinance and Non-Financial Services Integration Training Course

Professional Development Training Course Outline

Category	Microfinance & Financial Inclusion	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Microfinance and Non-Financial Services Integration Training Course is designed to equip participants with the knowledge and skills necessary to combine financial solutions with complementary non-financial services to enhance client outcomes. Participants will learn how to design, implement, and monitor integrated service models that drive financial inclusion, improve client retention, and foster sustainable socio-economic development in microfinance institutions.

This course emphasizes innovative approaches, operational excellence, and practical tools for integrating non-financial services such as business training, health services, digital literacy, and advisory support into microfinance programs. Through real-world case studies, hands-on exercises, and strategic frameworks, participants will gain insights into optimizing client impact while improving institutional performance, resilience, and market competitiveness.

Programme Curriculum

Microfinance and Non-Financial Services Integration Training Course

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Course Objectives

1. Understand the fundamentals of integrating non-financial services into microfinance operations.
2. Identify key trends and innovations in microfinance and service integration.
3. Design sustainable microfinance products with complementary services.
4. Analyze client needs to tailor integrated service solutions.
5. Implement monitoring and evaluation frameworks for integrated programs.
6. Enhance client retention and satisfaction through value-added services.
7. Apply operational strategies to effectively deliver non-financial services.
8. Use digital tools and technology to support integration and service delivery.
9. Develop partnerships with stakeholders to expand service offerings.
10. Strengthen institutional capacity for managing integrated programs.
11. Mitigate risks and ensure compliance in combined financial and non-financial offerings.
12. Measure social impact and performance outcomes of integrated services.
13. Create a roadmap for scaling integrated microfinance and non-financial services programs.

Organizational Benefits

- Improved client engagement and retention
- Enhanced financial inclusion and access to essential services
- Increased revenue through diversified service offerings
- Strengthened institutional reputation and credibility
- Improved operational efficiency in program delivery
- Better risk management and compliance adherence
- Enhanced staff skills and capacity in service integration
- Greater social impact and community development
- Access to innovative digital and technological tools
- Sustainable growth of microfinance portfolios

Target Audiences

- Microfinance managers and executives
- Program officers and field staff
- Credit and loan officers
- Client relationship and advisory officers
- Financial inclusion practitioners
- Digital solutions and technology officers
- NGO and development partners in microfinance
- Consultants supporting microfinance program design

Course Duration: 5 days

Course Modules

Module 1: Introduction to Microfinance and Non-Financial Services

- Overview of microfinance models and non-financial services
- Benefits of service integration for clients and institutions
- Global trends and innovations in microfinance
- Principles of client-centered service delivery
- Case Study: Successful integration of business training with microloans

Module 2: Client Needs Assessment and Segmentation

- Techniques for assessing client needs and priorities
- Tools for client segmentation and profiling
- Aligning services with financial and non-financial needs
- Data collection and analysis methods for client insights
- Case Study: Health and education services tailored to client groups

Module 3: Designing Integrated Products

- Principles of designing financial and non-financial services packages
- Developing sustainable pricing and delivery models
- Incorporating client feedback in product design
- Operational considerations for integration
- Case Study: Bundled microfinance and digital literacy products

Module 4: Operational Models for Service Delivery

- Planning and implementing integrated service workflows
- Staffing and resource allocation strategies
- Training and capacity-building for delivery teams
- Monitoring operational efficiency and service quality
- Case Study: Scaling non-financial service delivery in rural areas

Module 5: Digital Tools and Technology in Integration

- Use of mobile platforms and fintech solutions for service delivery
- Digital client engagement and monitoring systems
- Data collection, reporting, and analytics for integrated programs
- Ensuring accessibility and inclusivity of digital solutions
- Case Study: Mobile-based financial education programs for clients

Module 6: Partnerships and Stakeholder Engagement

- Building strategic partnerships for service expansion
- Collaboration with NGOs, government, and private sector
- Legal and regulatory considerations in partnership management
- Resource mobilization and shared service frameworks
- Case Study: Multi-stakeholder partnership for agricultural advisory services

Module 7: Monitoring, Evaluation, and Impact Measurement

- Key performance indicators for integrated programs
- Data collection and reporting methods
- Evaluating client outcomes and institutional performance
- Continuous improvement through feedback and analysis

- Case Study: Measuring impact of financial literacy workshops on loan repayment

Module 8: Risk Management and Sustainability

- Identifying risks in combined financial and non-financial offerings
- Risk mitigation strategies and compliance frameworks
- Financial sustainability and cost-effectiveness of integrated services
- Scaling and replicating successful service models
- Case Study: Sustainable microfinance and non-financial service program in East Africa

Training Methodology

- Instructor-led presentations and conceptual briefings
- Practical exercises and hands-on activities in microfinance operations
- Group discussions and peer-based problem solving
- Case study analysis to illustrate real-world applications
- Demonstrations of integrated service workflows and digital tools
- Continuous assessment and interactive feedback

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	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com