MANAGEMENT FOR NEW MANAGERS

This Management for New Managers course addresses the key concepts of managing for results and aims to develop transformational skills for MFI managers. The first part of the course focuses on the participants’ understanding of themselves and how they interact with others. The second part is anchored on this self-understanding and introduces tools that build skills in managing people and processes. Topics in the course include: Understanding your Style, Getting Commitment to Action, Coaching for Improved Performance, Appraising for Results and Motivating for Peak Performance. The course is action-oriented—participants are given the opportunity to immediately test their understanding of concepts as well as try out emerging skills by simulating actions that they might take in given situations.

The simulation, known as the “In Basket Exercise,” draws upon relevant microfinance cases to drive learning. Target for this course are mid-level managers of microfinance institutions who are directly responsible for managing, supervising or training staff.

The course provides an introductory overview of the process of microfinance leadership and management, from the institutional introspection that necessarily precedes it, through the market deepening and positioning. The management tools that will be introduced have been developed over a decade of practical work in Bangladesh, the Philippines and East Africa and are now being used all over the world.

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