

LEADERSHIP CERTIFICATE PROGRAM FOR MFBS & MFIS

This program is designed to develop leadership acumen, skills and effective management that is align with the organizational goals and strategy. The program will also inculcate culture of innovation, adaptability and creativity.



JANUARY 17-19, 2024

9:00 AM - 5:00 PM

NIBAF ISLAMABAD



FACILITATOR

SBP, NIBAF, Subject Matter Experts

LEADERSHIP CERTIFICATE PROGRAM FOR MFBS & MFIS



COURSE CONTENTS

DAY - 1

- **LEADERSHIP FUNDAMENTALS**
 - Leadership theories and models: Understanding different approaches.
 - Self-awareness and emotional intelligence for effective leadership
 - Ethical leadership: Values, integrity, and accountability
- **PERFORMANCE MANAGEMENT**
 - Leading High Performing Team
 - Identify the bond and make it stronger
 - Understanding cooperation
 - Learn to manage conflicts
- **OUTBOUND TEAM BUILDING ACTIVITIES**
 - Developing & Leading teams in a collaborative environment
 - Building trust and communication among team members through experiential learning tools

DAY - 2

- **UNDERSTANDING MICRO-FINANCE LANDSCAPE & LEGAL FRAMEWORK**
 - Overview of the microfinance sector in Pakistan: Challenges, opportunities, and trends
 - Analyzing the socio-economic impact of microfinance
 - Regulatory and legal frameworks governing microfinance institutions
- **ASSESSING ECONOMIC SITUATION FOR MICROFINANCE INDUSTRY**
 - Importance of evaluating microfinance Industry Indicators
 - Conducting SWOT & PEST Analysis
 - Impact of Microfinance Interventions in present economic conditions
- **FINANCIAL MANAGEMENT FOR LEADERS**
 - Financial analysis and decision-making in microfinance institutions
 - Budgeting, forecasting, and resource allocation strategies
- **UNDERSTANDING OF RISK MANAGEMENT IN MICRO LENDING**
 - Risk management and
 - Mitigation techniques

DAY - 3

- **LEADING IN A DIGITAL ERA**
 - Embracing digital transformation in the microfinance sector
 - Leveraging technology for enhanced efficiency and customer experience
 - Managing cybersecurity risks and data protection
- **DIGITAL BANKING & REGULATION FRAMEWORK**
 - Branchless Banking Regulations
 - BB Operating Models
 - BB Agent categorizations
 - Overview of Operational framework for PSO, PSP & EMIs
 - Enterprise Risk Assessment of PSO & PSP & EMIs
- **DIGITAL ONBOARDING OF MERCHANTS**
 - Merchant On-boarding criteria
 - Due Diligence process
 - Managing AML risks in Digital onboarding
 - Effective controlling and Monitoring of E-Merchant
 - Dispute resolution



TARGETED AUDIENCE: Area Managers, Branch/operational Managers, Team lead