Performance Management in Microfinance Staff 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

Performance Management in Microfinance Staff Training Course equips participants with the knowledge and skills to develop and implement effective performance management systems in microfinance institutions (MFIs). Proper performance management ensures staff accountability, enhances productivity, and aligns individual performance with organizational goals. This course emphasizes goal-setting, performance appraisal, feedback mechanisms, and staff development strategies to drive operational excellence.

Participants will engage in interactive workshops, practical exercises, and case studies to design and implement performance management frameworks. By the end of the course, participants will be able to establish performance metrics, conduct appraisals, provide constructive feedback, and implement strategies to continuously improve staff performance and organizational outcomes.

Programme Curriculum

Performance Management in Microfinance Staff Training Course

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Course Objectives

1. Understand the principles of performance management in MFIs
2. Develop performance metrics aligned with organizational goals
3. Implement effective performance appraisal systems
4. Conduct constructive feedback and coaching sessions
5. Enhance employee productivity and accountability
6. Identify and manage performance gaps
7. Design performance improvement plans
8. Align individual objectives with team and organizational targets
9. Promote a culture of continuous improvement
10. Link performance management with rewards and recognition
11. Utilize performance data for informed decision-making
12. Address ethical and compliance issues in performance management
13. Gain hands-on experience in designing performance management systems

Organizational Benefits

- Improved staff productivity and performance
- Clear alignment of individual and organizational goals
- Enhanced accountability and responsibility among staff
- Standardized performance appraisal processes
- Identification and management of skill gaps
- Improved employee engagement and motivation
- Better decision-making based on performance data
- Strengthened organizational culture of continuous improvement
- Effective linkage between performance and rewards
- Capacity building for supervisors and HR staff

Target Audiences

- HR managers and officers
- MFI executives and senior managers
- Team leaders and supervisors
- Learning and development officers
- Program and operations managers
- Compliance and risk management staff
- Training consultants and facilitators
- NGO or donor program staff

Course Duration: 5 days

Course Modules

Module 1: Introduction to Performance Management

- Principles and importance of performance management
- Aligning performance with organizational objectives
- Key performance management components
- Challenges in managing performance in MFIs
- Tools and techniques for effective performance management
- Case Study: Implementing a performance management system in an MFI

Module 2: Setting Performance Goals and Objectives

- Defining clear and measurable objectives
- Aligning individual goals with organizational strategy
- SMART goal-setting approach
- Communicating objectives effectively
- Linking goals to operational targets
- Case Study: Goal alignment in a microfinance program

Module 3: Performance Appraisal Systems

- Designing performance appraisal frameworks
- Conducting performance evaluations
- Self-assessment and peer evaluation methods
- Ensuring objectivity and fairness
- Appraisal documentation and record-keeping
- Case Study: Performance appraisal implementation in an MFI

Module 4: Feedback and Coaching

- Providing constructive feedback
- Coaching techniques to enhance performance
- Continuous performance monitoring
- Addressing underperformance and challenges
- Encouraging employee development
- Case Study: Effective feedback and coaching in microfinance staff

Module 5: Identifying and Managing Performance Gaps

- Analyzing performance data
- Identifying areas for improvement

- Developing performance improvement plans
- Implementing corrective measures
- Monitoring progress and outcomes
- Case Study: Managing performance gaps in an MFI

Module 6: Rewards, Recognition, and Motivation

- Linking performance to rewards and incentives
- Recognition strategies to boost motivation
- Designing non-monetary rewards
- Employee engagement through performance recognition
- Evaluating the impact of rewards on performance
- Case Study: Performance-based recognition program in MFIs

Module 7: Using Performance Data for Decision-Making

- Collecting and analyzing performance data
- Using metrics for HR and operational decisions
- Reporting performance outcomes to management
- Benchmarking and trend analysis
- Continuous improvement strategies based on data
- Case Study: Data-driven performance management in an MFI

Module 8: Practical Exercise: Performance Management Action Plan

- Designing a comprehensive performance management plan
- Integrating goal-setting, appraisal, feedback, and rewards
- Peer review and feedback sessions
- Presenting plans to management and stakeholders
- Applying lessons from case studies
- Case Study: Participants develop and present a full performance management action plan

Training Methodology

- Interactive presentations and discussions
- Hands-on performance management workshops
- Group case study analysis and problem-solving
- Peer review and feedback sessions
- Practical exercises in appraisal, coaching, and data analysis
- Presentation and evaluation of drafted performance management plans

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

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