Training & Coaching Microfinance Field 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

Training & Coaching Microfinance Field Staff Training Course equips participants with the skills and knowledge to effectively train, mentor, and coach field staff in microfinance institutions (MFIs). Well-trained field staff enhance client engagement, operational efficiency, and overall program impact. This course emphasizes adult learning principles, coaching techniques, training design, and performance monitoring to ensure field staff are competent and confident in delivering financial inclusion services.

Through interactive workshops, practical exercises, and case studies, participants will develop coaching and training strategies tailored to field staff needs. By the end of the course, participants will be able to design training programs, deliver effective coaching, monitor field performance, and build the capacity of staff to achieve organizational and program objectives.

Programme Curriculum

Training & Coaching Microfinance Field Staff Training Course

Introduction

Training & Coaching Microfinance Field Staff Training Course equips participants with the skills and knowledge to effectively train, mentor, and coach field staff in microfinance institutions (MFIs). Well-trained field staff enhance client engagement, operational efficiency, and overall program impact. This course emphasizes adult learning principles, coaching techniques, training design, and performance monitoring to ensure field staff are competent and confident in delivering financial inclusion services.

Through interactive workshops, practical exercises, and case studies, participants will develop coaching and training strategies tailored to field staff needs. By the end of the course, participants will be able to design training programs, deliver effective coaching, monitor field performance, and build the capacity of staff to

achieve organizational and program objectives.

Course Objectives

1. Understand principles of adult learning and field staff training
2. Develop training curricula tailored for field staff
3. Implement effective coaching techniques
4. Enhance field staff performance and productivity
5. Conduct on-the-job mentoring and support
6. Use feedback to improve staff competencies
7. Align training with organizational and program goals
8. Incorporate digital and blended learning methods
9. Monitor and evaluate training effectiveness
10. Strengthen communication and team collaboration
11. Build capacity for continuous learning and improvement
12. Address challenges faced by field staff in operations
13. Gain hands-on experience in coaching and training delivery

Organizational Benefits

- Enhanced field staff performance and productivity
- Improved client engagement and satisfaction
- Standardized training and coaching processes
- Strengthened organizational capacity and efficiency
- Reduced operational errors and compliance risks
- Improved staff motivation and retention
- Evidence-based evaluation of training impact
- Stronger communication and team cohesion
- Better alignment of staff skills with organizational objectives
- Capacity building for trainers and supervisors

Target Audiences

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

Course Duration: 5 days

Course Modules

Module 1: Introduction to Field Staff Training & Coaching

- Principles and importance of training and coaching field staff
- Role of training in operational efficiency
- Adult learning principles and application
- Aligning coaching with organizational objectives
- Challenges in field staff training
- Case Study: Effective field staff training in an MFI

Module 2: Training Needs Assessment for Field Staff

- Identifying skills gaps and training requirements
- Tools for assessing field staff competencies
- Prioritizing training needs
- Engaging staff in identifying learning requirements
- Aligning needs with program objectives
- Case Study: Conducting training needs assessment in rural operations

Module 3: Designing Training Programs

- Developing training curricula for field staff
- Creating learning objectives and outcomes
- Selecting appropriate training methods
- Integrating practical exercises and role-plays
- Aligning training with organizational goals
- Case Study: Designing a training program for financial literacy field staff

Module 4: Coaching Techniques for Field Staff

- Principles of effective coaching and mentoring
- On-the-job coaching strategies
- Observation and feedback methods
- Motivating and developing field staff
- Addressing performance challenges
- Case Study: Implementing a coaching program for loan officers

Module 5: Digital and Blended Learning Methods

- Using technology for training and coaching
- E-learning and mobile learning applications
- Combining classroom and digital approaches
- Enhancing engagement and retention

- Tracking learning progress digitally
- Case Study: Blended learning for field staff in an MFI

Module 6: Monitoring and Evaluating Field Staff Performance

- Designing performance monitoring systems
- Collecting and analyzing field staff performance data
- Providing actionable feedback
- Identifying training gaps and improvement areas
- Reporting and documentation of performance
- Case Study: Monitoring field performance in a rural microfinance program

Module 7: Building a Culture of Continuous Learning

- Promoting self-directed learning among field staff
- Encouraging knowledge sharing and peer coaching
- Developing career growth and progression pathways
- Recognition and reward for learning achievements
- Continuous improvement strategies for training
- Case Study: Establishing a learning culture in an MFI

Module 8: Practical Exercise: Field Staff Training & Coaching Plan

- Developing a comprehensive training and coaching plan
- Integrating assessment, coaching, and monitoring components
- Peer review and feedback sessions
- Presenting plans to management and stakeholders
- Applying lessons from case studies
- Case Study: Participants create and present a full field staff training and coaching program

Training Methodology

- Interactive presentations and discussions
- Hands-on training design and coaching workshops
- Group case study analysis and problem-solving
- Peer review and feedback sessions
- Practical exercises in coaching, mentoring, and assessment
- Presentation and evaluation of drafted training and coaching 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

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