

Training of bank staff – Key to successful SME lending operations

Second German Moldovan SME Finance Day

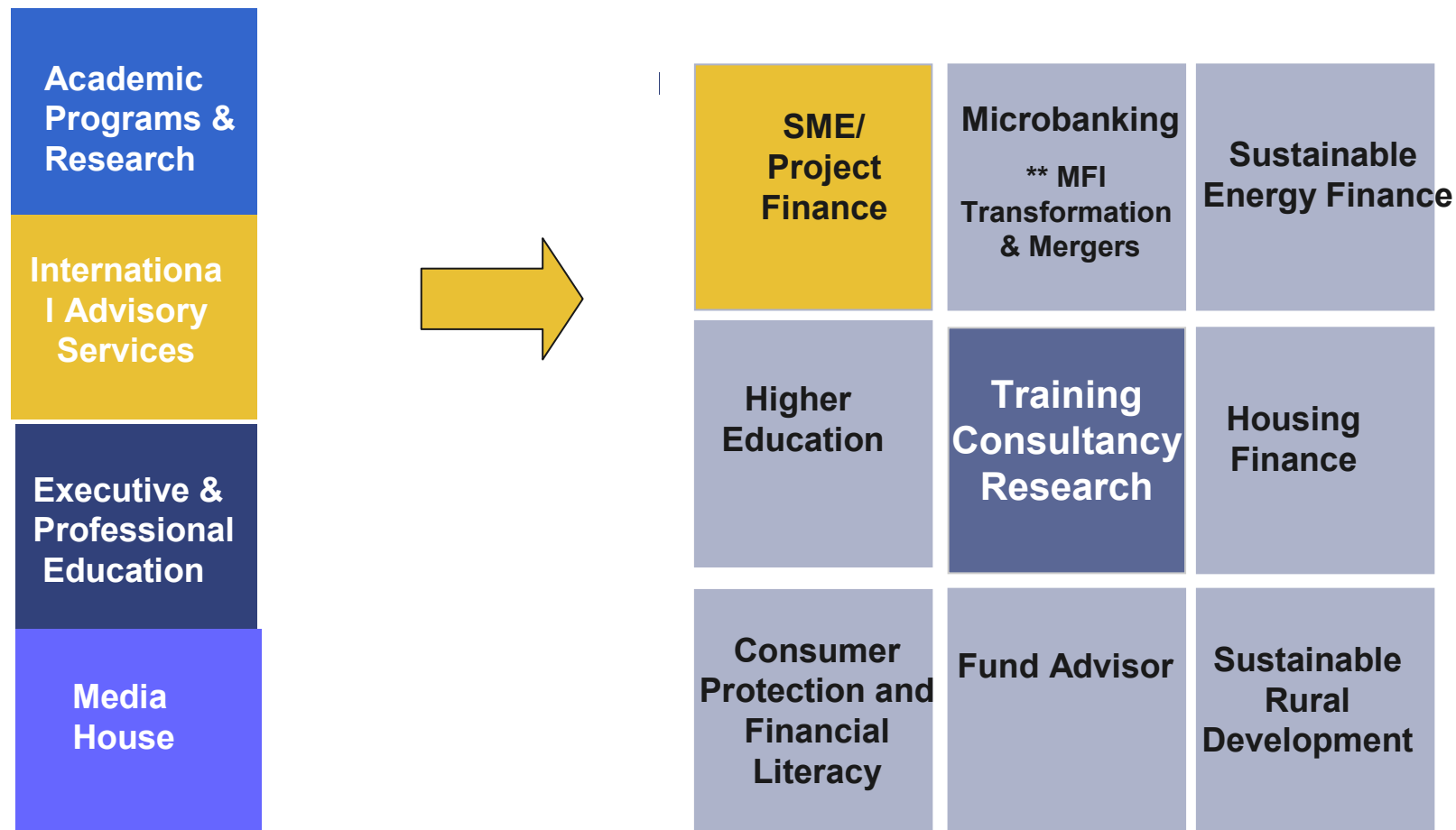
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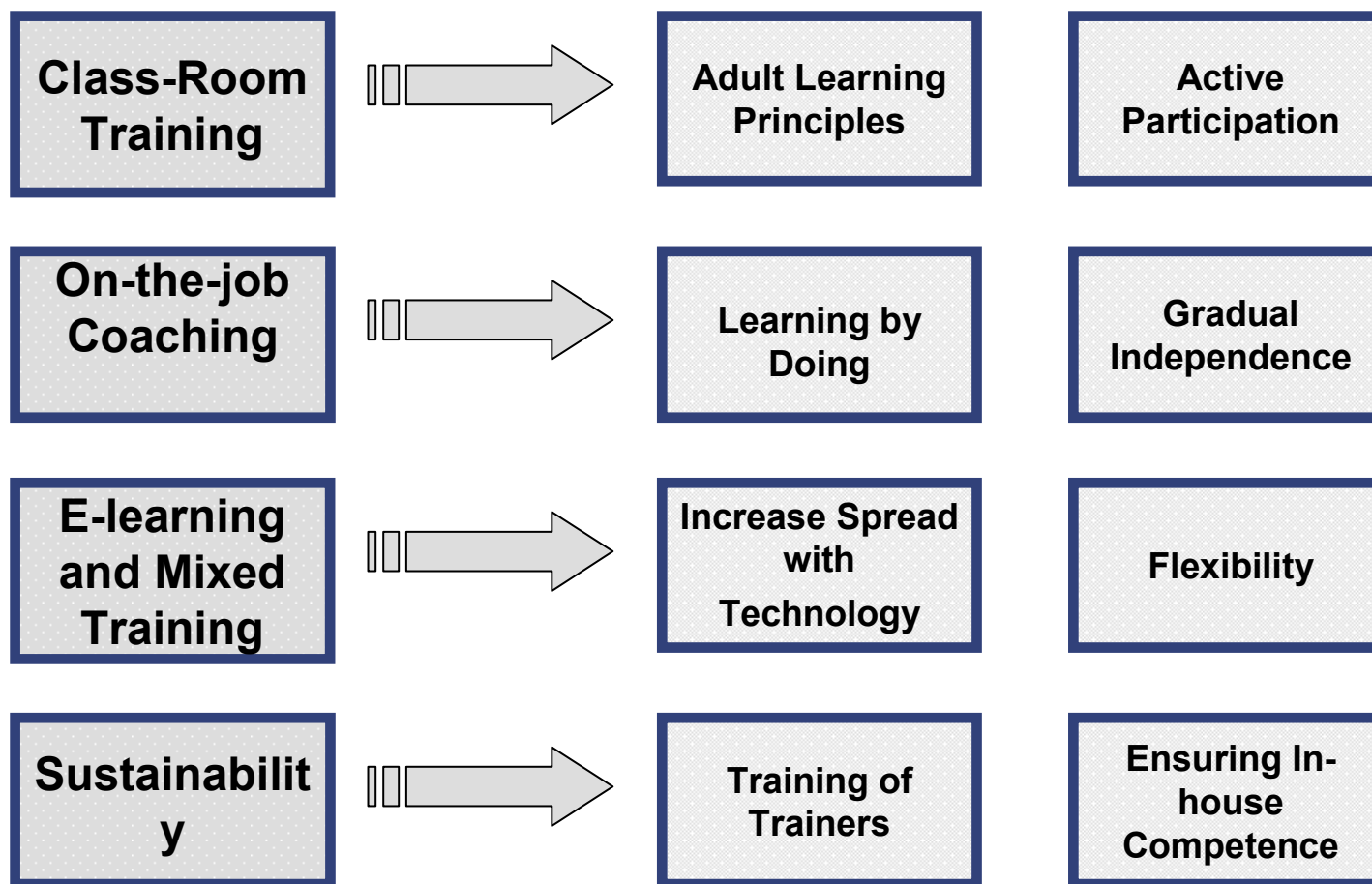
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Frankfurt School of Finance & Management – International Advisory Services (IAS)



The Training Approach of Frankfurt School IAS





Training of SME Finance Staff – Some Project Examples

Small Enterprise Lending Programme, Turkey (EU/CFCU)

- Frankfurt School Certification course for SME Loan Officers
- Second phase: some banks use own trainers

SME training of Three Banks, China (KfW)

- Over 90 trainings held with over 1000 participants
- Adjustment of approach for each bank

Training to Savings and Credit Associations, Moldova (SDC)

- Training to 200 SCAs
- Working with network of Moldovan trainers with local partner RDC

Training for Partner Banks, Rural Investment and Services Project II , Moldova (MoF/WB)

- Frankfurt School Trainer Team
- Moldovan Trainers for Sustainability
- 160 Loan Officers trained



The Virtual Class Room: E-Learning



External Course Provider
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**Use own network to
set up in-house
training**



Points for Successful Implementation of Staff Training

- 1) Carefully plan for the **sustainability** of the training program
- 2) Put focus not only on content, but also on the methodology of the training; **turning knowledge into skills**
- 3) Think over what **technology and innovative training methods** can do for your institution
- 4) Make sure to **adjust the training** to the needs and existing competencies of your staff

