

	Day 1	Day 2	Day 3	Day 4	Day 5
8:30 – 10:45	Opening ceremony Setting the context	Understanding market segments	Serving micro-entrepreneurs with loans	The Outreach strategy	Managing product portfolio
10:45 – 12:30	Preparing to diversify	Choosing a market segment	Serving micro-entrepreneurs with loans contd (credit risk)	Delivery strategy: Overview; Culture, HR, operations and Risks	Action plans, closure and certificates
13:30 – 15:30	New Product Development	Financial & Non -Financial services in a post-crisis market, and the role of grants	Serving SMEs	Delivery strategy: Going digital	
15:45 – 17:30	New market development	Savings	Serving rural areas	Delivery strategy: Partnerships	