



BOULDER MICROFINANCE TRAINING PROGRAM

TURIN, ITALY



SUSTAINABLE DEVELOPMENT

BOULDER MICROFINANCE TRAINING PROGRAM (MFT)

21 –25 JULY 2025
TURIN, ITALY

Information Note



INTRODUCTION

The Boulder Microfinance Training Program is a one-week program that brings together a wide range of financial inclusion professionals to deeply explore the challenges facing the microfinance industry. Participants in this Microfinance Training Program will discover and discuss new strategies and fundamental themes for the development and advancement of the global industry.

The programme offers elective courses to choose from, where participants explore and debate key topics with the support and guidance of renowned global faculty. The elective courses engage participants with thought provoking readings, exercises, and group work to equip them with practical tools and strategies to confront challenging times.

WHO ATTENDS THIS COURSE

We welcome senior and mid-level professionals from financial institutions dedicated to financial inclusion, professionals from microfinance support institutions, central banks, ministries of finance, funding partners, development organizations, investors and universities.

COURSE CONTENT

The one-week agenda includes masterclasses and elective courses. The Masterclass series will cover topics widely discussed in the industry. All participants participate in the Masterclass series the first hour of each morning. Then everyone chooses one elective course for the remainder of the morning and one for the afternoon. These electives will run from Monday through Thursday. On Friday, participants will switch to another elective course for a 2.5-hour intensive seminar on one of the other topics. This will allow each participant to experience a variety of topics at different levels of intensiveness during their stay.

MASTER CLASS

MANAGING GROWTH, COMPETITION AND INCLUSION

Each morning starts with a masterclass on hot topics such as climate change resilience, gender-specific opportunities, open banking, over-indebtedness in competitive markets, and rural financial services.



Robert Christen
Founding President
The Boulder Institute of Microfinance



Momina Aijazuddin
MCT Regional
Financial sector Industry Head, IFC

ELECTIVE COURSES



Gerhard Coetzee

Driving Financial Innovation

Learn to design a mobile app that tackles real-world challenges, with a special focus on women in climate-risk areas. Enhance financial inclusion while ensuring client protection by design!

Gerhard Coetzee: Driving Financial Innovation

Unlock the power of customer-centric digital finance! Join our immersive course designed for financial service providers and their supporters looking to create real impact. This course equips you with the skills to create innovative solutions for real-world challenges.

- Learn how to develop **innovative digital solutions** that address real-world challenges.
- Use **human-centered design** to understand customers and gather key insights.
- Focus on **women in climate-risk-prone environments**, ensuring financial inclusion for all.
- Design a **mobile app** that prioritizes **client protection by design**.

Be part of the change—transform financial services through digital innovation!



Nathan Were

Rural digital financial services

Look at global trends in digital rural finance and the various successful business models led by MNOs, banks and e-commerce.

Nathan Were: Designing Digital Rural Financial Services

Discover how technology, agriculture, and finance converge to transform the lives of smallholder families worldwide. This innovative course offers a comprehensive overview of the key forces driving the application of digital technologies in delivering financial services to underserved rural communities. Through real-life case studies from across the globe, you'll explore how agribusiness, finance, and telecommunication stakeholders are creating impactful business models to provide financial and non-financial services to smallholder families.

Gain actionable insights and strategies to **leverage digital solutions, improve existing services, or design new ones** tailored to rural clientele.

Designed for professionals from financial institutions, MNOs, government agencies, donors, and international organizations, this interactive course is your gateway to driving meaningful change in agriculture and financial inclusion.



Carlos Silis

Building client centricity

Build client centricity into your support of client's finances through your digital transformation.

Carlos Silis: Building Client Centricity

Carlos Silis, founder and **Chief Exponential Officer** of **The Moonshot Company**, invites you to his exclusive course: **"Building Client Centricity"**. With over 17 years of experience in marketing, e-commerce, sales, and advertising, and having worked with giants like Ogilvy, Grey (WPP Group), Nokia, and El Palacio de Hierro, Carlos is a leading expert in innovative, customer-centric business strategies.

WHAT WILL YOU LEARN IN THIS COURSE?

- **Multigenerational Clients and Teams:** Learn how to manage the needs and expectations of diverse generations, both within your customer base and your organization.
- **Customer Journey and Customer Experience:** Analyze and share key insights about the customer journey and how to optimize it to create memorable experiences.
- **Practical Strategies:** Gain tools and methodologies to align your organization around the customer and turn satisfaction into a competitive advantage.

This course is a unique opportunity to learn from an expert who has transformed how companies connect with their customers.



Anup Singh

Digitalizing products and services

Discuss how to produce quick wins by adjusting traditional products through digitalized communications, processes, and marketing.

Anup Singh: Digitalizing products and services, practical tips

Unlock the future of customer-centric financial services by learning from Anup Singh, a partner at EY, specializing in Government and Infrastructure practice in the East Africa cluster.

Through this course, you'll:

- **Gain a comprehensive understanding** of product development and implementation, from market research and prototyping to pilot testing and rollout.
- **Design strategic, customer-centric financial services** tailored for low- and moderate-income markets.
- **Leverage digital technologies** to expand your reach and enhance your market share.
- **Explore emerging tech-based models** and learn how to integrate them into your business.

- **Incorporate global best practices** and proven tools developed over a decade of work in Asia and Africa.
- **Develop scalable financial solutions** that are impactful and sustainable.



Petronella Dhitima-Chigara

Human Centered Design

'Human Centered Design' enables your organization to be empathetic, collaborative and intentional in creating solutions.

Petronella Dhitima-Chigara: Human Centered Design

Discover the power of Human- Centered Design (HCD) in creating customer-focused solutions!

This module introduces you to HCD tools and techniques that spark innovative ideas. Through hands-on fieldwork, you'll create a Persona, conduct interviews, and synthesize data to uncover deep insights and emerging themes. With guidance from expert facilitators and practical videos, you'll transform these insights into actionable product ideas.

By the end of the course, you'll:

- **Understand the value of HCD** in addressing customer needs.
- **Master HCD tools** to inspire creative solutions for design challenges.
- **Leverage both qualitative and quantitative data** to craft impactful, customer-centric solutions.

Perfect for innovators and problem-solvers, this module offers a practical, engaging way to design solutions that truly resonate with your customers. Enroll now and start designing with empathy and creativity!



Nataša Goronja

Protect and Enhance Customer Experience in the Digital Age!

Learn how to strengthen consumer protection in a digitalized financial world and how to connect these practices to the customer experience and their journey.

Natasa Goronja: Protect and Enhance Customer Experience in the Digital Age!

This course will not only teach you **how to strengthen consumer protections** in a digitalized financial world but also show you **how to connect** these practices to the **customer experience** and their **journey**.

You'll learn to **integrate protective measures** at every stage of the process, ensuring that customer interests are prioritized from the first interaction to long-term loyalty. Discover how to design digital financial services that are not only secure but also build trust and satisfaction for users.

With practical tools and innovative approaches, this course will prepare you to create a customer journey that reflects a commitment to their protection and well-being.

CERTIFICATE OF PARTICIPATION

Upon completion of the course, participants will receive a certificate of participation.

DATES

21-25 July 2025

LOCATION

ITC ILO campus, Turin, Italy

LANGUAGES

English and French

PRICE

Tuition fee 3100 EUR, Subsistence 720 EUR, total 3820 EUR

REGISTRATION FORM

<https://oarf2.itcilo.org/STF/A9018121/en>

ABOUT THE BOULDER INSTITUTE

Since 1995, the Boulder Institute has trained over 7,500 professionals in our Microfinance, Digital Transformation, Rural and Agricultural Finance, and Executive Leadership programs, bringing together representatives from microfinance institutions, support organizations and government agencies around new content that is evidence based. The Boulder Institute has capitalized on the reach of its programs and the depth of its engagement in the microfinance sector by generating paradigm-shifting conversations about financial inclusion, rural financial services, and MFI governance in heated markets.

As the paramount training institution around inclusive financial services, Boulder Institute has created a vast network of faculty who are recognized experts in the inclusive finance industry. Boulder Institute is known for helping industry professionals understand the changes needed to effectively serve the lower-income markets in their countries in a way that no other training institution is able to develop.

CAMPUS LIFE

A THRIVING UNITED NATIONS CAMPUS AND COMMUNITY OF PROFESSIONAL PEOPLE FROM AROUND THE WORLD

- **Three organizations** from the United Nations system on campus
- **More than 300 training courses** and activities in a stimulating international environment
- **Thousands of participants** from all over the world

ENVIRONMENT AND SURROUNDINGS

Grab a campus bicycle and explore the Turin Centre.

Located in a leafy park on the banks of the Po River, it's a great place for study and collaboration. Experience innovative learning and training methods in modern classrooms equipped with simultaneous translation services.

HOUSING, DINING, AND MORE

Comprising more than 280 private dormitories, the **Turin Campus provides a broad range of services for course participants and partners** including a free-flow restaurant, travel agency, laundromat, post office, gym, medical services and a reception desk open 24/7.

COMMUNITY ENGAGEMENT AND DIVERSITY

Participants can enjoy social events organized by the Turin Centre as well as by their course facilitators. Whether on or off campus, people from different cultural backgrounds have the opportunity to listen to live music together, cook and share traditional foods, or team up to play games and network.

WITHDRAWAL, CANCELLATION POLICY, AND REFUNDS FOR OPEN COURSES

If an enrolled participant wishes or must withdraw from a course, they may choose to apply to a different course or be substituted by another candidate. The participant must notify the Centre, in writing, of their decision at least 14 days prior to the start date of the course. Cancellation of participation in regular courses will result in the following penalties:

- 14 days or more prior to the start date of the course: No penalty, 100% refund of amount paid less applicable bank charges
- 8 to 13 days prior to the start date of the course: Penalty of 50% of course price, refund of residual amount paid (if any) less applicable bank charges
- 7 days or less prior to the start date of the course: Penalty of 100% of course price.

INFO

FOR FURTHER INFORMATION PLEASE CONTACT

International Training Centre of the ILO
Sustainable enterprises and economies (SEE)
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COURSE CODE: A9018121