



ENTERPRISES

MANAGEMENT COURSE FOR ENTERPRISE SUPPORT ORGANIZATIONS AND BDS PROVIDERS

17 – 21 NOVEMBER 2025
TURIN, ITALY

Information Note

INTRODUCTION

The aim of this course is to create a space in which **enterprise support organizations (ESOs) and BDS providers** can learn **how to improve performance** of their organizations, companies, firms or departments dealing with enterprise support services.

As a management course, it is designed to broaden participants' perspective, management potential and resource base, not just to convey technical topics.

WHO ATTENDS THIS COURSE?

The course targets a wide audience of professionals:

- Staff of enterprise support organizations and BDS providers
- Government agencies involved in supporting MSMEs
- MSME consultants and trainers.
- Staff of consulting and training units of development institutes or commercial companies
- Wider MSME development community and project managers

JOINT EDITION WITH ARGIDIUS FOUNDATION

This edition is offered in a partnership and collaboration between the ITC ILO and the Argidius Foundation. Argidius mission is to address poverty by improving the effectiveness and reach of SME development services. Learn more about Argidius Foundation here: [Welcome to Argidius | Partnerships for jobs and hope](#)

WHAT WILL I LEARN?

The course has four objectives:

- To broaden understanding of the various functions that contribute to the successful performance of the organization
- To supply a portfolio of management tools that can assist managers in strengthening performance of their unit or company
- To improve understanding and skills in design and delivery of client-oriented business development services to male and female led MSMEs
- To stimulate the sharing of experiences and strategies for meeting current challenges.

The course is practical in nature, providing tools and insights, and drawing out the wisdom and experience already gained by members of the group.

As a management course, it is designed not just to convey technical topics, but to broaden participants' perspectives, management potential and resource base.

As a practical course, it will focus on applying course content to participants' actual challenges and opportunities in order to improve the performance of their companies or units.

The course will also assist managers in identifying areas they would like to explore in more detail in the future.

COURSE CONTENT

The course is designed around 5 modules:

- **Module 1:** Stakeholder management and focus on clients.
- **Module 2:** Developing a successful business model
- **Module 3:** Your offer: products and services
- **Module 4:** Growth strategies
- **Module 5:** Financing mechanics and focus on sustainability

PRICE

Tuition 1825 EUR

Subsistence 720 EUR

Total 2545 EUR

REGISTRATION

Registration is not binding. We recommend registering as soon as possible to allow sufficient time for obtaining visa. Register here: <https://oarf2.itcilo.org/STF/A9018329/en>

CERTIFICATE

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

CONTACT

Contact the ITCILO: mmw@itcilo.org for any question you may have.

Course manager: Ms. Margarita Lalayan, m.lalayan@itcilo.org at Sustainable Enterprises and Economies (SEE) programme

COURSE PARTNERS

ARGIDIUS FOUNDATION

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Partial scholarships from the Argidius Foundation might be available. Contact the course team to learn more.

TIMETABLE

Management course for enterprise support organizations and BDS

providers

Timetable



	Day 1	Day 2	Day 3	Day 4	Day 5
	OPENING SESSION	GROWTH. OPTIONS FOR DIVERSIFIED GROWTH	EVIDENCE BASED STRATEGIES FOR SERVING VARIOUS SEGMENTS	FINANCING ESO OPERATIONS	DEVELOPING ACTION PLANS AND NEXT STEPS
9:00 – 10:30	Management and sustainability challenges of the ESOs and BDS providers	Growth in segments and products. Options and strategic choices.	Serving small and growing enterprises using the SCALE approach.	Global context for financing and shift of paradigm. (focus on external financing)	
10:30 – 11:00	COFFE BREAK				
	CLIENT CENTRICITY AND STAKEHOLDER MANAGEMENT	PRODUCTS AND SERVICES OPEN SPACE	EVIDENCE BASED STRATEGIES FOR SERVING VARIOUS SEGMENTS	FINANCING MECHANICS	CLOSING SESSION
11:00 – 12:30	Who is your client? Shift towards SMEs as clients.		SERVING AGRICULTURAL and rural SMEs	Combining sources of financing for sustainable operation (focus on charging clients)	
12:00 – 14:00	LUNCH				
	SEGMENTATION OF MSMEs	PRODUCTS AND SERVICES OPEN SPACE	EVIDENCE BASED STRATEGIES FOR SERVING VARIOUS SEGMENTS	STAFF, STRUCTURE AND CULTURE	
14:00 – 15:15	Exploring various segments of MSMEs that are being served by ESOs and BDS providers	ctd	Women led enterprises. Serving micro and startup entrepreneurs	Building internal systems for delivery (HR, org structures, data, culture and others)	
15:15 – 15:45	BREAK				
	ESO BUSINESS MODELS AND VALUE PROPOSITION	EVIDENCE BASED STRATEGIES FOR SERVING VARIOUS SEGMENTS	DIGITAL DELIVERY	STAFF, STRUCTURE AND CULTURE	
15:45 – 17:00	Exploring dimensions of value. Value triangle and positioning in various segments.	Serving small and growing enterprises using the SCALE approach with ARGIDIUS Foundation.		ctd	

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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