



# BOULDER MICROFINANCE TRAINING PROGRAM

TURIN, ITALY



SUSTAINABLE DEVELOPMENT

# BOULDER MICROFINANCE TRAINING PROGRAM (MFT)

13 – 24 JULY 2026  
TURIN, ITALY

*Information Note*



## INTRODUCTION

The Boulder Microfinance Training Program is a two-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 two-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, each week. On Fridays, 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. Create growth hacking in order to create actionable insights. Drive user engagement in order to create synergy. Generating a holistic approach in order to use best practice. Amplifying below the line to, consequently, come up with a bespoke solution.



**Robert Christen**  
Founding President  
The Boulder Institute of Microfinance



**Momina Aijazuddin**  
MCT Regional  
Financial sector Industry Head, IFC



**Martin Hoffman**  
Country manager Nepal,  
Bhutan, Bangladesh, IFC

# ELECTIVE COURSES WEEK 1: JULY 13 – 17

## MORNING



### **Gerhard Coetzee**

#### *Designing Solutions for Digital Finance & DPI*

Many countries are developing digital public infrastructure. Digital financial services delivered through these systems can meet diverse customer needs. Focused, customer-centric solutions are necessary to include vulnerable groups. This course covers customer-focused methods, explains the DPI framework, and provides practical examples to help participants design digital solutions to specific customer challenges.



### **Anup Singh**

#### *Scaling Next Generation Digital Financial Services*

A practical, hands-on course focused on building digital financial services that are trusted, relevant, and intentionally designed to scale. It examines why many digital initiatives stall after launch and provides a clear, experience-based path from market research and readiness assessment to rapid prototyping, thoughtful pilot design, and effective rollout. The result is a learning experience grounded in human insight, for organizations operating in complex contexts



### **Dagoberto Cereceda**

#### *Using BI to Maximize Personalization and Productivity*

This course explores how business intelligence can strengthen productivity, resource optimization, and process quality within financial institutions. It focuses on the essential components MFIs need to build responsive data management systems that adapt to competitive environments. Participants learn how BI supports diversified financial services, enables more personalized and connected relationships between field staff and clients, and aligns data use with clear commercial objectives.

## AFTERNOON



**Petronella Chigara**  
**Stephen Peachey**

*Data-Driven Human Centered Design*

Data-driven, human-centered design allows you to remain relevant by addressing the diverse needs of a broader customer base. This is critical because low-income clients often underutilize formal financial services. In this session, you will learn how data scopes product and delivery challenges, followed by the application of human-centered research tools. This combined approach enables you to identify and implement practical solutions that truly resonate with your customers' lives.



**Oscar Guzmán**

*Innovative Approaches to Reach Vulnerable Populations*

Reaching vulnerable populations sustainably is a core challenge in financial inclusion. This course addresses rising costs and digital disruption with practical, field-tested methods. Equip yourself to expand services effectively among rural communities, women, youth, migrants, and low-income businesses. Learn to design adaptable digital products and hybrid delivery channels that reduce barriers, manage risk, and genuinely center client needs.



**Panos Varangis**

*Reaching smallholder farmers through AgTechs and climate smart finance*

Scaling financing for smallholder farmers requires bridging AgTechs with financial institutions. This course explores practical models to leverage digital ecosystems that enhance farmer productivity and climate resilience. We examine the opportunities and challenges for banks and MFIs in using these partnerships to reach new markets effectively, creating a more sustainable and resilient agricultural finance system.

# ELECTIVE COURSES WEEK 2: JULY 20 – 24

## MORNING



### **Matthew Saal**

*Opportunities & Challenges for Microfinance in the Evolving Digital Financial Ecosystem*

Many countries are developing digital public infrastructure. Digital financial services delivered through these systems can meet diverse customer needs. Focused, customer-centric solutions are necessary to include vulnerable groups. This course covers customer-focused methods, explains the DPI framework, and provides practical examples to help participants design digital solutions to specific customer challenges.



### **Nathan Were**

*Digital Finance for Smallholder Farmers*

This course equips participants with practical tools to design and scale digital financial services for smallholder farmers. Through a hands-on, evidence-based approach, it addresses the financing and information gaps affecting rural communities. Participants explore commercially viable models to deliver accessible, affordable digital services, supporting productivity,



### **Evrin Kirimkan**

*Integrated Performance Management in Inclusive Finance*

Inclusive finance institutions face growing pressure to deliver strong financial results while protecting clients, staff, and the environment. This course addresses how to evaluate and manage financial, social, and environmental performance in an integrated way. Participants learn to interpret key indicators, understand trade-offs, and apply performance management frameworks to institutional strategy, governance, and operational decisions.

## AFTERNOON



### **Carlos Silis**

#### *Empathy + AI: Building Client-Centric Microfinance*

This course helps strengthen client understanding and redesign everyday service practices using both human-centered frameworks and simple AI tools to analyze client behavior, map needs across generations, and enhance communication and trust at every touchpoint. The focus is practical, low-cost, and immediately usable, supporting institutions that aim to remain deeply client-centric. It is a hands-on exploration of how human insight and AI together can elevate service quality, trust, and client experience in microfinance.



### **Max Mattern**

#### *Climate Change and Agricultural Finance*

Climate change presents both risks and opportunities for farmers and financial institutions. This course provides strategies to navigate operational and credit risks while seizing emerging possibilities. Learn how to strengthen farmer resilience against climate shocks, support adaptation and green transitions, and safeguard your portfolio, using practical examples and data-driven insights for a sustainable future.

## CERTIFICATE OF PARTICIPATION

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

## DATES

13 – 24 July 2026

## LOCATION

ITCILO campus, Turin, Italy

## LANGUAGES

English, French and Spanish

## PRICE

Tuition fee: 5,100 EUR

Subsistence (Full board and lodging at ITCILO Campus for 2 weeks) 1,620 EUR

Total: 6,720 EUR

## REGISTRATION FORM

<https://oarf2.itcilo.org/STF/A9019330/en>

## COURSE WEBPAGE

<https://www.itcilo.org/courses/boulder-microfinance-training-program>

## CONTACT US AT

[boulder@itcilo.org](mailto:boulder@itcilo.org)

## 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: A9019330**