

# SME Banker Capacity-Building Solutions



IFC's capacity-building advisory services for SME Bankers enable financial institutions to execute their strategies for gaining SME market share. IFC does this by helping banks to close gaps in staff competencies. We build client banks' capacity by collaborating with them to design and implement sustainable training solutions.

## What we offer

- Institution-specific needs assessment, used to design capacity-building educational package to suit institutional needs
- Development of client employees' abilities to instruct staff—that is, "training trainers"
- Relevant, customized educational content for each client, covering its desired SME staff competencies
- Support for implementation and rollout of training program

## Why SME-Banker Capacity-Building Solutions?

- Successful implementation of SME-focused solutions depends on competencies and skills of bank employees at various levels—from management to customer-service staff.
- Staff competencies constitute one of the most critical, though often underestimated, gaps in banks' abilities to serve their targeted market segments.
- Banks often lack the internal capacity to properly develop relevant, essential staff competencies.



## Why IFC?

We are the largest global development institution focused on the private sector, operating in over 100 countries and offering:

- More than 60 years' experience in unlocking private investment, creating markets & opportunities where they are needed most
- Over 700 corporate clients, 900 financial institutions in 120 countries, most using a mix of IFC Investment & Advisory services
- More than 700 Advisory projects in 100 countries
- An advanced, market-tested training methodology
- A global implementation practice
- Technical training content contributed by a team of subject matter experts.