

10 Steps for a Successful Transition from Program to Office

Microfinance practitioners attend numerous training, workshops, exchanges, and conferences during the year. The skills and theories learned are invaluable for the participants of such events who normally leave these programs re-energized and full of ideas they want to implement in their organization and toward modifying their own management styles. However, at times it is difficult to get buy-in from others in the organization, and the concepts or organization development goals are often forgotten and never put into practice.



During a Community discussion led by alumni of Women's World Banking's Center for Microfinance Leadership the topic was approached with enthusiasm. Through an incredible collaborative effort a list of steps was created to help leaders share the learning upon their return back to the office. The list offers specific

tools to allow your own learning to evolve and to share that learning with your colleagues to help them create action plans for themselves and their teams. Putting the learning into action is the name of the game.



“The online community is a good idea. It will allow us to share real life impact and experiences.”

- Alumni, Center for Microfinance Leadership Coaching Program

“After my return from the last program I identified a peer that I could count on to check my progress and for feedback. It is a good way to build accountability.”

- Eva Carvajal, Banco ADOPEM

Tips for Transitioning Back to the Office and Disseminating Lessons-learned

1. By the end of the training, have clearly selected and understood the main lessons-learned. Determine which of these should be continuously implemented within your team, and cascaded throughout the institution.
 - ⇒ Refer to the leadership development goals you set prior to the workshop to guide your re-entry.
2. Periodically, re-engage stakeholders that you consulted with prior to the program as soon as possible to (1) share insights gained and (2) discuss personal and professional goals that you identified during the program and your on-going development plan.
3. Communicate lessons-learned and what you want to implement so that they are perceived as simple, aligned with business goals and beneficial.
 - ⇒ Share short presentations on the lessons learned with the management committee of the institution and disseminate key documents (tools, readings, etc.) Hold organizational-wide information sessions to communicate about lessons-learned and your implementation plan.
 - ⇒ Obtain buy-in of others on the implementation plan for easy execution.
 - ⇒ Encourage others to create sustainable implementation plans that will work for them in their lines of duty.
4. Put (at least) some of the new skills learned through the program into practice immediately.
 - ⇒ Schedule a meeting with your direct team to share the key concepts and prepare them for any changes that they can expect to see in your behavior or other ways of working.
 - ⇒ Facilitate an exercise that you found useful during the program with your team to disseminate lessons.
5. Build accountability and maintain momentum by identifying a partner in the office, or a peer from your training program, that will give occasional feedback and evaluate progress according to a structured schedule. This will keep you on track and ensure that the learning is being implemented by multiple people at your institution.
6. Participate in coaching or mentoring sessions (either with a professional coach, a peer from your training program or someone else you have identified from your network) to achieve concrete action steps and maintain a clear focus on the strategic objectives.
 - ⇒ Successful mentoring relationships define a timeframe for the relationship and hold regular meetings within the identified window.
 - ⇒ Hold reflection sessions with other mentoring pairs from the Community to support the mentoring process.
7. Create a cross-functional committee at your institution toward improving the integration of functions and sharing the learning. If possible, include colleagues that also participated in Women's World Banking Leadership trainings.
8. Prioritize management and leadership development as a continued and long-term learning process.
 - ⇒ Review your leadership development goals on a quarterly and semiannual basis.
 - ⇒ Continue to read relevant articles on leadership and management issues.
9. Actively and consistently participate in the online Leadership Community of Practice.
 - ⇒ Post discussion questions and content, share leadership best practices from your own experience and engage with microfinance leaders, who share similar functions as you, from around the globe.
10. Reflect and repeat the tips!
 - ⇒ Identify the opportunities and challenges faced in the application of the tips, make necessary modifications and repeat!

Tips for Applying the Learning

Tips for Transitioning Back to the Office and Disseminating Lessons-learned

This list was authored by the following members of Women's World Banking's Community of Practice.



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Mr. Mahmood Shamsheer, Head of HR, Kashf Microfinance Bank Ltd., Pakistan, is a graduate of the University of Southern Queensland Australia and enrolled in the Lahore University of Management Sciences for an additional Executive MBA. His career spans nearly 10 years with experience of teaching, training, and developing systems for Human Resources in a wide range of industries. He specializes in training, and has spent over 5 years training professionals from all walks of life and from grass root development sector activists to senior management. Mahmood is an internationally certified trainer and has trained in Asia and Africa for Microfinance. He comes to Kashf Microfinance Bank from Kashf Foundation where he was a part of the senior management team for the last 3 years. He is a graduate of the Center's Management Development Program, Advanced Leadership Program and Coaching Program.



Ms. Ruth Doreen Mutebe, Head of Internal Audit, Uganda Finance Trust Ltd ., Uganda, is a compliant Certified Public Accountant and holds a Bachelor's Degree in Business Administration (Accounting) from Makerere University. She is also pursuing a Masters Degree in IT Security at Makerere University and a Certification in Internal Auditing at the Institute of Internal Auditors. Ruth has 10 years of auditing, accounting and training experience having worked as a Senior Auditor at Kisaka and Company Certified Public Accountants, Head of Finance & Accounts at Excel Insurance Company Limited, and Lecturer & Team Leader at Multitech Accountancy Programme. She currently is a member of the Board Education Committee at the Institute of Certified Public Accountants of Uganda (ICPAU). She is also a member of the Full Board and Board Audit Committee at the Institute of Internal Auditors (IIA) Uganda; and a Director at Global Professional Solutions Limited. She is a graduate of the Center's Women in Leadership Workshop, Advanced Leadership Program, Coaching Program and Women's Leadership Exchange.