

Brief Summary of Training Program on “Social Performance Management for MFIs & Role of HR”

The training program on Social Performance Management (SPM) for MFIs & Role of HR for that was organized on 24th-25th September'2019 at Hotel Seetal, Bhubaneswar. Altogether 22 participants from 14 member MFIs took part in the training. The Program was attended by 22 participants from 13 MFIs. Out of the participants who attended the program, 18 were from HR Team, 2 from Operations and 2 from SPM team. A reputed resource agency from Hyderabad namely Hexa HR India was engaged and two of its founding members came to Odisha for facilitating the training programme. The training programme was inaugurated by the Chairman of Janakalyan Financial Services Pvt Ltd, one of the OSAFII members in Odisha.

The 1st day was utilized to better understand the Concepts & Process of SPM in MFIs, Universal Standards of SPM, Role of HR in SPM, Traits required for effective SPM etc. Reflection on and internalization of vision and mission of the organization were stressed and covered. Also inputs on what commitment and competencies are required to fulfill that were dealt with.

- Understanding what is Management and what each of the participants role and Responsibilities are to meet the vision and mission of the organization as well as what competencies are required to fulfill the role and responsibility
- Understanding self and others
- Understanding Concepts & Process of SPM in MFIs
- Universal Standards of SPM
- Role of HR in SPM
- Traits required for effective SPM

In the second day focus was given to explain the institutional mechanism of MFIs to take forward SPM in the organization. Input on role of HR team, HR Policies, Systems & Procedures in Developing Organization Culture and challenges faced by HR in conducting various functions were discussed. Role of HR Policies, Systems & Procedures in Developing Organization Culture and challenges faced by HR in conducting various functions were discussed on the second day. Methodologies adopted were learning through individual & group exercises, group discussions etc. The participants were guided to bring out the take away points where they felt changes in policy could be brought out in their respective organization.

Outcome of the Training:

- a) The participants felt that they understood ‘what and how’ of SPM and how its connected to the role of HR
- b) They got clarity on Universal Standards of SPM

- c) Participants got clarity on some of the traits required to be a good HR while taking care of SPM aspects
- d) Participants could understand the importance of each of the HR policy and its nuances
- e) Participants got an avenue to discuss various challenges faced by them and take away some of the tips that were discussed during the program
- f) Participants could identify policies where a slight modification could make it more effective.

Recommendations

- 1) Having given the linkages of SPM and HRM, it would be better if a workshop on “ How to entwine SPM with HRM in MFIs” for the benefit of SPM and HR Managers at the Corporate Level”
- 2) Such forums help in exchange of ideas while learning new concepts
- 3) Programs on team building, trainers training program etc., could help the participants to build their own training team to pass on the concepts further down the line
- 4) Periodic Refresher Training Program to strengthen and improve the skills including interpersonal relations required for different job roles, would enhance their effectiveness.

Presence of OSAFII President, Mr.D.J.Pattanaik in the valedictory session and their address were very encouraging for the trainees. Certificates of Participation were given away to trainees by the guests and resource persons.

		
Mr. Jayachandran, Resource Person from Hexa HR India facilitating training session	Mr.D.J. Pattanaik, President, OSAFII speaking to participants at Valedictory Session	Participants & CEO-OSAFII with the Resource Persons from Hexa HR India

