



Invites you to the
**2014 Peer Learning Forum:
Tools Sharing Workshop Series on Social Performance Management
for MFIs**

15-16 May 2014 | Century Park Plaza Hotel, Manila, Philippines

The Social Performance Management (SPM) Peer Learning Community was convened by MCPI in 2009 to be a platform for: (a) exchange and documentation of learning, experiences and practices in social performance management; (b) informal collective mentoring on effective approaches to managing social performance (e.g., tools, strategies); and (c) sharing, dissemination and promotion of social performance management experiences.

Since 2009, after convening the 1st Peer Learning Community meeting, there has been an increase in the uptake of Social Performance in the country. Key stakeholders are now more informed about Social Performance - a number of microfinance institutions have adapted social performance into their operations while support institutions are now providing social performance services. Funders, donors and networks are now advocating and have included social performance into their agenda when dealing with their partner-MFIs.

This year, the annual meeting of the Peer Learning Community will once again meet through a workshop. The aim of the workshop is to revisit social performance and to share experiences from the field, particularly on the utilization and analysis of information using client-related data for product enhancement or development, and service improvement of the institution, or in strategic management decisions. The workshop will be the 2nd of the 3-part Tools Sharing Workshop Series on Social Performance Management for MFIs. The first part of the tools workshop series was held in Legazpi City, Albay, in partnership with the Bicol Microfinance Council, Inc. (BMCI), last April 4-5, 2014.

Workshop Objectives

The workshop aims to gather microfinance practitioners who are committed to improving the practice of social performance in their institutions. The specific objectives of the workshop are:

- Learn about the Universal Standards for Social Performance Management - particularly Standards on Design Products, Services, Delivery Models and Channels That Meet Clients' Needs and Preferences Treat Clients Responsibly
- Discuss the documented tools for the SP Fund Project: Income Generating and Survival Skills of Negros Women for Tomorrow's Foundation and Client Exit tool of Peoples Bank of Caraga Examine how to assess information system through case studies
- Discuss challenges associated with collecting information, analysis and reporting
- Develop a strategy in strengthening their respective information

Draft Schedule

Schedule	Activities
May 15	Opening of the Workshop Proper
	Introduction of Participants
	Expectations Setting
	USSPM Overview
	Revisiting the Social Performance Management (SPM) Framework
	Case Analysis of PBC's Client Exit Survey and Client Satisfaction Survey; and NWTF's Income Generating and Survival Skills Tool
May 16	Review of Day 1
	Workshop: Better Information Systems for Better SPM
	Workshop Presentation
	Next Steps and Re-integration Plan
	Closing

Who Should Attend

Microfinance practitioners who are committed to social performance and plan to mainstream SPM into their organizations. Particularly, key officers of the institutions who have the capacity to facilitate the integration of learning into their respective organizations.

Each institution can only send at most **two (2) participants**. Slots are limited and will be offered on a first-come, first-served basis.

Other Training Details

Registration Fee

- MCPI members: P 3,000.00 per participant (*morning and afternoon snacks, lunch, and workshop materials*)
- Non-MCPI members: P 5,000.00 per participant (*morning and afternoon snacks, lunch, and workshop materials*)

Participants will take care of their travel, accommodations and other related costs.

Participants can directly contact the following hotels for accommodations:

Century Park Hotel (Php 4,000 – 4,500)

599 P. Ocampo St. 1004 Malate, Manila Philippines

Tel: (632) 528-8888 (Trunk line)

Room Reservations : (632) 528-5814 to 16

Fax: (632) 528-1811 to 12

Email: information@centurypark.com.ph

Orchid Garden Suites (Php 2,500)

Address: 620 Pablo Ocampo Sr. Street, Malate, Manila

Tel. No: (02) 523-9870; (02) 523-9860; (02) 523-9836

Telefax: (02) 523-9829

Email: orchidgarden@pltdtdsl.net

- Last day of submission of the Workshop Registration form is on **May 9, 2014**.

How to Participate

- Fill out the attached Workshop Registration Form.
- Submit the Workshop Registration Form to MCPI:
Email: kakay.rico@microfinancecouncil.org
- Please notify MCPI if you have sent the Workshop Registration Form through email.
- If slots are still available, MCPI will give you a tentative confirmation of your participation.
- Once your participation to the training has been tentatively confirmed, deposit an amount corresponding to the registration fee to the following bank account:

Account Name: Microfinance Council of the Philippines, Inc.
Account No.: CA 2431-0604-53
Bank: Bank of the Philippine Islands
Julia Vargas Branch
Julia Vargas Avenue, Ortigas Center, Pasig City

- Please send a scanned copy of the deposit slip to the abovementioned email address. Once a scanned copy of the deposit slip has been received by MCPI, you will receive full confirmation of your participation to the training.

For further inquiries, please get in touch with MCPI at telephone numbers (02) 631-5920, 631-6184 and look for Ms. Kakay Rico, Program Manager for Capacity Building and Social Performance.

We look forward to your institution's participation in the 2014 Peer Learning Forum!

Very truly yours,


Allan Robert I. Sicat

Executive Director
Microfinance Council of the Philippines, Inc.

REGISTRATION FORM

To: MICROFINANCE COUNCIL OF THE PHILIPPINES, INC.
Email: kakay.rico@microfinancecouncil.org
Subject: **2014 Peer Learning Forum – Tools Sharing Workshop Series on SPM**

Participant 1	Participant 2
Name:	Name:
Nickname:	Nickname:
Designation:	Designation:
Unit/Department:	Unit/Department:

We regret to inform you that our institution could not join the said forum/ workshop.

APPROVED BY:

Name of Organization: _____

Name & signature of Senior Officer: _____

E-mail: _____

Fax: _____

Phone: _____