# 2026 Microfinance HR Summit

November 5-6, 2026 | Century Park Hotel, Manila

# PROGRAM

**Day 1:** 5 November 2026, Thursday

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| [8 a.m. – 9 a.m.] | Registration |
| [9 a.m. – 10 a.m.] | **Opening Plenary**<br>*Invocation*<br>*National Anthem*<br>*Welcome Remarks*<br>**Eduardo Jimenez**<br>**Chairperson, Microfinance Council of the Philippines, Inc.**<br>**Sergio Edeza**<br>**President, KMBI Development Foundation, Inc.**<br>*Keynote Message*<br>**Dr. Vanessa "Baban" Villaluz**<br>**Executive Director, Ateneo Center for Organization Research and Development (Ateneo CORD)** |
| [10 a.m. – 10.30 a.m.] | Coffee Break |
| [10.30 a.m. – 12 p.m.] | **Plenary Session 1 – Microfinance Workforce Realities: Challenges, Lessons Learned, and Best Practices**<br>Microfinance institutions (MFIs) in the Philippines are facing a rapidly evolving workforce landscape due to changing client needs, competition for talent, digital transformation, and changing employee expectations. In this changing environment, MFIs should continue to attract, motivate, develop, and retain staff who can deliver client-centered results while retaining the institution's mission and values. This session will discuss the realities facing the microfinance workforce today from the experience of institutions providing financial and non-financial services to low-income households. Representatives from CARD, Bayanihan Bank, and K-COOP will highlight key workforce challenges, practical lessons learned, and innovative approaches to building a capable, motivated, and resilient workforce, while continuing to provide meaningful services to clients and their communities.<br>**Rosafe Matunan, Vice-President for HR, CARD MRI**<br>**Jose Paolo Palileo, President, Bayanihan Bank, Inc.**<br>**Dexter Flores, General Manager, Kasagana-ka Credit and Savings Cooperative**<br>**Facilitator: Eduardo Jimenez, Chairperson, Microfinance Council of the Philippines, Inc.** |
| [12 p.m. – 1 p.m.] | Lunch Break |

[1 p.m. – 2 p.m.]

**Plenary Session 2 – HR Compliance Updates from Key Government Agencies**

As the Philippine regulatory landscape continues to evolve, there is a need to stay informed and responsive to updates from key government agencies. Beyond ensuring compliance, institutions play a critical role in translating these changes into effective workplace policies and processes. This session provides a practical overview of recent and emerging compliance requirements, policy updates, and reporting obligations from three key government agencies, namely, the Department of Labor and Employment (DOLE), the Social Security System (SSS), and the Home Development Mutual Fund (Pag-IBIG).

**Carvy Bach Macaraya and Carlos Lagunzad, Senior Labor and Employment Officer, Department of Labor and Employment**
**Nadia Taboy, Area Head of Member Services Operations – NCR West, Pag-IBIG Fund**
**Lee Harvy De Guzman, Junior Specialist, Research and Development Section, Cooperatives and Informal Sector Department, Social Security System**
**Facilitator: Hazel Christine Bayaca, Executive Director, KMBI Development Foundation, Inc.**

[2 p.m. – 3.30 p.m.]

**Breakout Sessions 1**

***Recruitment and Employer Value Proposition***
**Venue: Badjao Room**

As competition for talent intensifies, MFIs face increasing challenges in attracting and retaining young professionals, particularly as they compete with banks, fintech companies, and other industries. According to a 2025 survey conducted by Jobstreet, 76% of Filipino Gen Z workers expressed satisfaction with the sense of meaning they find in their work, highlighting the importance of purpose-driven employment. Meanwhile, the 2026 Salary Pulse Report revealed that only 59% of Filipino workers are satisfied with their salaries, underscoring the importance of competitive compensation alongside meaningful work. In this session, MFIs will share practical recruitment and employer branding strategies to attract the next generation of microfinance professionals, address recruitment and retention challenges, and position microfinance as a competitive, meaningful, and rewarding career choice.

**Olivia Madriaga, HR Director, Ahon Sa Hirap, Inc.**
**Grace Corteza, Human Resource and Training Officer, Simbag Microfinance**
**Facilitator: Anna Manahan, Program Manager for Capacity Building, Microfinance Council of the Philippines, Inc.**

***Leading a Multi-Generational Workforce***
**Venue: Kachina Room**

As MFIs navigate digital transformation and evolving employee expectations, managing a workforce composed of Baby Boomers, Gen X, Millennials, and Gen Z presents both opportunities and challenges. This session will explore practical

ways to engage and retain employees across generations, strengthen collaboration, address differing workplace expectations, and foster an inclusive, productive, and people-centered culture. Speakers from KMBI and NWTF will share their experiences, practical strategies, and lessons learned in leading multigenerational teams, managing generational differences, and maximizing the strengths of employees of all ages to support organizational success.

**Carlo Lopa, CEO, Odd1Out**
**Sharon Dionco, HCD Director, Kabalikat para sa Maunlad na Buhay, Inc.**
**Maria Cristina Abelarde, HRM Unit Head, Negros Women for Tomorrow Foundation, Inc.**
**Facilitator: Allan Sicat, Executive Director, Microfinance Council of the Philippines, Inc.**

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| [3.30 p.m. – 3.45 p.m.] | Coffee Break |

[3.45 p.m. – 5.15 p.m.]

**Breakout Sessions 2**

***Employee-Well Being: Beyond Mental Health Programs***
**Venue: Badjao Room**

Employee well-being is essential to building a healthy, engaged, and productive workforce, particularly in the demanding and client-focused microfinance sector. While mental health programs play an important role in supporting employees, a holistic approach to well-being also considers other factors, such as work-life balance, workplace culture, physical health, and opportunities for professional growth. MFIs face the challenge of developing and sustaining initiatives that address employees' diverse needs while balancing organizational goals and operational demands. In this session, MFI representatives and experts will discuss experiences, challenges, and strategies in integrating mental health programs and other initiatives that promote employee well-being and foster a supportive workplace.

**Janne Andre Diego, RPsy, RPm, Clinical Psychologist**
**Liza Eco, Executive Director, ECLOF Philippines Microfinance, Inc.**
**JE Olive Kathryn Agriam, HRD Manager, Taytay Sa Kauswagan, Inc.**
**Facilitator: Jonah Hufano, Program Officer for Capacity Building, Microfinance Council of the Philippines, Inc.**

***Digital HR: Leveraging Technology for Efficiency***
**Venue: Kachina Room**

With digital transformation reshaping the workplace, HR management must also evolve to become more efficient, responsive, and data-driven. For MFIs, adopting HR tools will help streamline administrative processes, improve workforce management, and allow HR professionals to focus on more strategic initiatives. This session will explore how technology can enhance HR functions, such as recruitment, employee records management, attendance monitoring, payroll processing, and performance management. Representatives from

Sprout Solutions and Alalay sa Kaunlaran, Inc. (ASKI) will share insights on digital HR solutions and practical experiences in adopting technology to improve HR operations.

**Francis Peña, Commercial Director, Sprout Solutions**
**Janelle Samson, HRD Manager, ASKI Group**
**Facilitator: Jasmine Delos Reyes, Research and Development Head, KMBI Development Foundation, Inc.**

**Day 2:** 6 November 2026, Friday

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| [9 a.m. – 10.30 a.m.] | **Plenary Session 3 – Talent Development: Hi-Tech vs. Hi-Touch**<br>*Interactive Workshop Organized by BagoSphere*<br>As work goes digital, which human capabilities will microfinance teams lean on most to keep the human touch, and how do we keep building them? The session starts with what BagoSphere learned from 16,000 frontliners. This includes information on the kind of frontline teams organizations aim for, and current gaps that teams have based on what was gathered from TNAs with various sectors. Interactive activities then invite participants to look at what happens to human work as automation and AI take on more tasks: which effort is worth removing, which is worth protecting because it builds judgment and trust, and what may become more valuable as a result. Participants then learn more about human capabilities, and connect these ideas to their own teams.<br><br>**Donna Mae Arididdon, Operations Manager, BagoSphere**<br>**Ysabelle Cabodil, Grounded Leaders Program Manager, BagoSphere** |
| [10.30 a.m. – 11 a.m.] | Coffee Break |
| [11 a.m. – 12.30 p.m.] | **Breakout Sessions 3**<br><br>***Developing Future Leaders for Microfinance: Building Leaders from Within***<br>**Venue: Badjao Room**<br><br>The future of microfinance depends on leaders who can carry its mission forward while responding to changing operational and community needs. Building these leaders from within means nurturing people who understand the institution's culture and values, know its operations, and remain connected to the communities it serves. This breakout session explores practical ways to identify leadership potentials, develop capabilities, and prepare employees for greater responsibilities—from field officers and supervisors to branch managers and emerging leaders, including those being prepared for future executive roles. Speakers were invited to share real-world leadership pipeline models, succession planning tools, and coaching and mentoring approaches, highlighting how these can be applied in everyday practice. The discussion aims to equip participants with actionable ideas for developing internal talent, preparing successors for key roles, and supporting smoother leadership transitions. At its core, the session focuses on building a sustainable pool of capable, mission-driven leaders who can strengthen organizational resilience, sustain growth, and ensure continuity of service to communities. |



**Marby Tabungar, Founder and Lead Consultant, Prevo Design x Innovation (Human-Centered Workplace Solutions)/Philippine Society for Talent Development**
**Deserie Goto, Quality and Compliance Management Head, Ahon Sa Hirap, Inc.**
**Dexter Calma, Talent Optimization Head, RAFI Microfinance, Inc.**
**Facilitator: Edwin Aruelo, Director, Training and Advanced Education Department, Kabalikat para sa Maunlad na Buhay, Inc.**

***From Retention to Engagement: Creating Meaningful Employee Experience***
**Venue: Kachina Room**

Recruiting and retaining talent remains a significant challenge for many MFIs in the Philippines, especially given the demands of field-based work and increasing competition from other industries. As such, addressing this challenge requires more than offering competitive compensation and benefits. This session will explore practical strategies that move beyond traditional retention efforts and into creating meaningful employee experience that fosters engagement, commitment, and long-term growth. The discussion will focus on effective approaches to employee engagement, recognition programs, and career development initiatives that help attract, build and retain talent. Panelists are encouraged to discuss how investing in employee growth and well-being can strengthen organizational culture, improve workforce stability, and support the long-term sustainability of the organization.

**Anna May Villaluz, Learning and Development Manager, Global Instructional Design for VistaPrint Manila/Philippine Society for Talent Development**
**Laarni Alilano, Director for Finance and Administration, Simbag Microfinance**
**Facilitator: Jasmine Delos Reyes, Research and Development Head, KMBI Development Foundation, Inc.**

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| [12.30 p.m. – 1.30 p.m.] | Lunch Break |

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| [1.30 p.m. – 3.00 p.m.] | **World Café Session**<br>Format: Rotating discussion tables to discuss lessons learned from HR successes and challenges<br><br>*Table Topics:*<br>*Table 1: Recruitment challenges*<br>*Table 2: Retention and succession*<br>*Table 3: Learning and Career Development*<br>*Table 4: Employee Relations and Engagement*<br>*Table 5: Recognition and Rewards*<br>*Table 6: Fraud Cases*<br>*Table 7: Compensation & Benefits*<br>*Table 8: Employee Mental Health and Well-Being* |

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| [3 p.m. – 3.30 p.m.] | Coffee Break |
| [3.30 p.m. – 4 p.m.] | **Summit Reflection**<br>Individual participants will be given time to present their recommendations |
| [4 p.m. – 4.30 p.m.] | **Closing Plenary**<br>*Wrap-up of Summit*<br>*Raffle* |
| [4.30 p.m.] | End of Summit |

