

15 YEARS ON CONSULTANCY MARKET



We would like to offer to your attention a series of specialized trainings for bank staff of all levels aimed at developing and improving their professional competences.

All our trainers are highly qualified practitioners with extensive background and experience in banking and consulting.

Standard training agendas offered by TA Consult were successfully tested in various international projects and will be adjusted to the specific needs and requirements of your bank.

Session Title	Profile	No. of hours
MSME Lending Technology and Fundamentals of MSME Financial Analysis (basic level)	Basic training on fundamentals of MSME lending technology and financial analysis. The training covers in details specifics of MSME credit cycle, tools for financial analysis of MSME borrowers, approaches to loan collateral, credit monitoring and delinquency management as well as managing fraud risks in MSME lending. The training includes a large number of practical examples and case studies aimed at reinforcement of the knowledge gained.	24
MSME Lending Technology and Financial Analysis (advanced level)	This in-depth training on financial analysis will allow senior loan officers to expand their understanding of financial and economic assessment of customers and to develop new skills to effectively assess borrowers' creditworthiness. The training will teach the participants to perform economic and financial analysis of borrowers, to forecast their financial situation, structure lending transactions and offer to them the appropriate funding schemes.	8
MSME Lending Technology and Financial Analysis (advanced level + practical module)	In-depth training on MSME Lending Technology and Financial Analysis can be complemented by a four-hour practical module where the participants will work on case studies in financial analysis, developing criteria for assessing borrowers' repayment capacity and creating and combining financing schemes. During the add-on module the participants will also be able to analyze practical situations from their own experience and that of the trainer.	12
Strategy Development and Business Planning	This training is dedicated to strategic business planning as a key element of institutional development in a dynamic competitive environment. The training will teach the participants to analyze, formulate and develop key components of strategy and business plans.	8
Strategy Development and Business Planning + Practical Module	The training on Strategy Development and Business Planning can be complemented with the practical module Bank Current Strategy Assessment and Correction, in which participants will be able to obtain practical skills in analysis of the external and internal environment of the institution and get acquainted with the principles and approaches of developing a business plan.	20
Policies and Procedures	Training on policies and procedures will allow the methodologists and managers engaged in risk management as well as the auditors and senior credit experts to formulate and design business processes, policies and procedures in line with business goals and objectives of their organization. The training will teach the participants the approaches applied in design of the key business processes, the content and structure of policies and procedures aimed at ensuring adequate control.	12
Policies and Procedures + Practical Module	The training Policies and Procedures can be complemented by extended practical module aimed at development of practical skills in design of business processes.	16

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Credit Risk Management	This training is aimed at giving to participants a systemic idea of credit risk analysis and management. In addition to extensive theoretical material on all aspects of credit risk management this three-day session includes reinforcement of practical skills by means of case studies review, problem solving and group discussions.	24
Effective Sales Techniques: Credit and Financial Products	The session on Effective Sales Techniques: Credit and Financial Products is designed for bank employees interacting with customers: customer service managers, loan officers, heads of sales and lending. This training will help the participants to get a systemic picture of the bank sales as of a model of professional conduct based on methodical and consistent technology of building relationships with customers. In addition to standard modules such as principles of customer service, establishing a contact, making presentations, handling customers' objections, identifying the needs and overcoming stressful situations, this training includes specialized modules on specific positioning and promotion of banking products.	8
Effective Delinquency Management	Training is dedicated to building an effective system of delinquency management at all stages, from the procedures of early arrears detection to the enforced debt recovery through court. In the course of the training the most successful case studies and the most common mistakes in dealing with arrears will be analyzed.	12
MSME Portfolio Audit	Specialized training for the employees of internal control, audit and risk management units. Training is primarily oriented on formation and development of control skills as a part of MSME lending process.	8
Credit Scoring	Training on credit scoring is designed to form the participants' skills in development and implementation of scorecards and the principles of working with them. On request of participants during the practical parts along with the training data the client's own data can be used.	20
Marketing and Product Development	The training is designed for managers and employees of banks working in the following areas: marketing, customer service and public relations as well as for other professionals (e.g. loan officers) dealing with customers. This training will help the participants to form a systemic picture of the role of marketing in achieving goals and objectives of the institution, to improve the participants' skills in decision-making related to marketing, to familiarize the participants with the principles of branding and best practices in marketing and PR.	12
Team Building	Cohesive and effective team is critical for success of any enterprise. Team building training can be provided either separately or as an optional module added to any of the above trainings.	16

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