

## **AL MAJMOUA TRAINS EMPLOYEES ON SPM TOPICS**

Several years ago, Al Majmoua (Lebanon) relied solely on field-based training of new loan officer recruits. Employees would learn their new job by simply shadowing an existing loan officer in the field. Management realized that the quality of each person's training depended on whom they shadowed, creating inconsistencies in how credit policies and customer service policies were applied.

To fix this problem, the institution implemented an employee induction program that provides all staff with ten days of training in the office before going out into the field. Classes include sessions on Al Majmoua's vision, mission, and goals, as well as sessions about gender and social awareness, the institution's Code of Conduct and Ethics, how to talk and listen to clients, and appropriate collections practices.

Once in the field, each employee receives mentoring; and at least once a year, all employees, at every level, attend a refresher course.