

# Financial institution officials attend emotional intelligence training

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**O**VER 100 participants from various rural banks and micro-finance institutions across the country have attended two separate training sessions in Accra and Kumasi involving the application of emotional intelligence to the handling of financial issues.

The first of the sessions was held in Accra on Wednesday last week after which the second took place in Kumasi a week later.

Participants were drawn from savings and loans companies, credit unions, micro-credit institutions, micro-finance companies, rural

and community banks, financial non-governmental organisations and susu enterprises.

Some of the participating institutions were Sekyedumase Rural Bank, Agogo Co-operative Credit Union, DAL Micro-credit Enterprise and Sinapi Aba Savings and Loans Company Limited.

On the theme 'The Role of Emotional Intelligence in Loans Advancing and Recovery', the training was under an initiative called FIRST+ (Financial Institution Resilience and Strengthening Training and More).

CapitalPlus Exchange (CapPlus), which is

implementing the initiative in collaboration with the Bank of Ghana and in partnership with the Mastercard Foundation and the Ghana Microfinance Institutions Network (GHAMFIN), said FIRST+ worked with Ghanaian financial institutions that were ready and committed to scaling up micro, small and medium enterprise (MSME) financial inclusion of youth and women with a focus on the agricultural sector.

Officials of CapitalPlus said the initiative made use of international best in-class expertise and practices tailored to the Ghanaian context to address challenges inhibiting the ability of financial institutions

to increase their lending to micro and small businesses, to help them create and retain thousands of quality jobs in Ghana.

Speaking at the opening of the session held in Accra, Mr Andrew Muriithi, Director, MSME Finance and Partnership, reiterated that "the rationale behind the initiative is capacity building" and underscored the need to build resilient financial institutions.

The Executive Director of the Ghana Microfinance Institutions Network (GHAMFIN), Mr Yaw Gyamfi, said "the main objective of the training is to strengthen the emotional intelligence capacity of the members of GHAMFIN.

He explained that would help them remain driven and motivated officers and emotionally intelligent enough to grant good loans and recover judiciously to help build resilient financial ecosystem."

At the ceremony closing the session in Kumasi, the Training and Programme Director of GHAMFIN, Mr Edmund Benjamin Addy, lauded the enthusiasm of the participants and urged them to apply what they had learnt to loan advancing and recovery to help build resilient financial institutions.

He explained that "emotional intelligence helps you as officers in charge of loans at your various companies to make the borrower understand your terms while you too understand his circumstances."

The training was facilitated by Addison International Center for Emotional Intelligence, a center dedicated to building emotional capital, led by the country's first internationally-certified emotional intelligence coach, Mr. James Kwesi Addison.

Mr Addison, himself having worked with a bank before, urged the participants to pay particular attention to the circumstances of the borrower "as they give an inkling of the capacity to pay back the loan or not."



• Participants after the Kumasi training session.