

2025



Branch Managers Programme

BMP >>

BRANCH MANAGERS PROGRAMME (BMP)



Course Overview

The Branch Managers Programme (BMP) is a carefully crafted suite of courses aimed at enhancing the performance of managers of high-volume branches. It equips them with a range of skills to plan and expand outreach, as well as to lead and motivate loan and deposit mobilization officers.



As a participant, you will:

- Acquire skills necessary to enhance your performance in managing operations effectively
- Plan and expand outreach, thereby increasing the institution's reach and impact in the target market.
- Enhance your customer service skills to provide excellent service to clients and build strong relationships, contributing to client retention and satisfaction
- Align your team with the organisation's strategic objectives.

Programme Structure



Session 1: Basics of Branch Management



Session 2: Staff Motivation



Session 3: Delinquency Management and Control



Session 4: Operations and Financial Planning



Session 5: Credit Risk Management



Session 6: Leading with Emotional Intelligence



Session 7: Effective Monitoring and Supervision



Session 8: Customer Relationship Management



Week 1	Day 1	Session 1: Basics of Branch Management
	Day 2	Session 2: Staff Motivation
Week 2	Day 2	Session 3: Delinquency Management and Control
	Day 3	Session 4: Operations and Financial Planning
Week 3	Day 3	Session 5: Credit Risk Management
	Day 4	Session 6: Leading with Emotional Intelligence
Week 4	Day 4	Session 7: Effective Monitoring and Supervision
		Session 8: Customer Relationship Management

► Faculty



Dr. Godwin Ehigiamusoe

Founder
LAPO Microfinance Bank



Dr. Biodun Adedipe

Founder and Chief Consultant B.
Adedipe Associates Limited



Prof. Mike Obadan

Non-Executive Director
Central Bank of Nigeria and Member of the
Monetary Policy Committee



Prof. Kenneth Amaeshi

Chair, Business and Sustainable
Development and the Director of
the Scaling Business in Africa



Mr. Solomon Avbioroko

MD/CEO
Smeep Consultancy Services Limited



Prof. Eyesan Dabor

Dean,
Faculty of Management Science,
University of Benin



► Target Audience

- Branch Managers
- Assistant Branch Managers
- Supervisors
- Heads of Business unit

► Duration

The programme runs for four weeks over one month.

► Delivery

Virtual



12th May - 9th June 2025

► Programme Fee



NGN: 80,000

An initial deposit of 70% of the programme
fee is required to secure a place.

Contact



Lisa: 09121539976
Chioma: 08162262093



<https://lapoinstitute.edu-ng>

Open

8AM - 5PM



Gender

Male ■

■ **Female**

403 Participants



**2 years of work experience
required for BMP**



For further information, please contact

Course Coordinator
Lisa: 09121539976
Chioma: 08162262093

LAPO Institute Lagos
15, Ikorodu-Ososun Road
Maryland, Lagos

LAPO Institute Benin
Plot 6, S & T Barracks Road, Opposite
Uselu Market, Benin City, Edo State
www.lapoinstitute.edu.ng