

Friedman Associates
Services and Products for
MicroTest Training and Technical Assistance

Marian Doub of Friedman Associates provides training and supportive technical assistance for microenterprise development training and finance programs interested in joining or refreshing their use of MicroTest, a proven management tool that helps your microenterprise agency gauge and improve its performance and client outcomes. Please visit www.microtest.org for more information about MicroTest products and services. Training is required for new members before joining MicroTest.

Who needs to attend? All staff benefit from the first 3 hours of training about the importance of MicroTest and outcome measurement in the industry. Staff directly responsible for data management and use will benefit from the full training.

Results? Each participant receives a training materials binder and c.d. with the MicroTest Excel workbooks and:

- Hands-on learning activities that build staff capacity to optimize efficiency and ongoing use of MicroTest.
- Expert advice and recommendations to help your program improve data management and program practices.
- Training fee includes first year MicroTest membership for new members.

Two training packages are now available:

Individual On-Site Training \$2,500 (plus travel expenses). On-site customized training includes:

- 1.5 days of onsite training for all appropriate staff covers a hands-on, learning-by-doing introduction and practicum in the MicroTest Program Performance and Outcomes systems—requirements, purpose, data collection, reports, and use of the results to get you up and running with MicroTest as well as assessment and recommendations about optimizing data management systems for improving program and client outcomes;
- Up to five (5) one-hour phone consultations: one pre-training, two post-training follow-up, and two healthy systems/troubleshooting check-ins to prepare for MicroTest reporting for up to 2 years; and
- The first year of MicroTest membership for new members.

Group Training \$1,500 (Travel expenses and adjustments in cost may be required for alternate locations.)

Group training includes:

- 2.0 days of training in San Francisco, California for up to 3 staff per program covers a hands-on case study-based introduction and practicum in the MicroTest Program Performance and Outcomes systems—requirements, purpose, data collection, reports, and use of the results to get you up and running with MicroTest;
- Up to five (5) one-hour phone consultations for each member: one pre-training, two post-training follow-up, and two healthy systems/troubleshooting check-ins to prepare for MicroTest reporting for up to 2 years;
- Breakfast and lunch provided;
- The first year of MicroTest membership for new members.

Note: Group training requires a minimum of four (4) participating organizations. Alternate locations for training requires a minimum of six (6) participating organizations.

- **Re-training:** Re-training for a lapsed MicroTest member follows the same training terms as above and the training materials are adapted to include more hands-on use of existing data management systems and MicroTest results.
- **Additional training and technical assistance** requests will be treated as individual requests for proposals to Friedman Associates and the scope of work and cost structure will be customized as determined by Friedman Associates following an interview with the organization to determine their specific needs.

We look forward to working with you! Please contact Marian Doub at:
Marian@FriedmanAssociates.net or 415-641-6032
For more information about Marian Doub and Friedman Associates please visit:
www.friedmanassociates.net