

— INSTITUTIONAL LEARNING AND INSIGHT

Building capacity. Creating **lasting** **impact.**

TrustInsights provides international capacity development, applied research, consulting and knowledge solutions for public, private and non-governmental organisations.

— PLANNED INTERNATIONAL PROGRAMME

International Capacity Building Programme - Strategic Leadership, Digital Transformation & Institutional Excellence in Financial Services

DATE AND LOCATION

27-30 October 2026
Vientiane, Lao PDR

TARGET AUDIENCE

Directors, Managers and officers from Banks,
Financial Institutions, Microfinance Institutions
and Public Enterprises

— OUR GLOBAL FOCUS

Practical knowledge for stronger institutions.

We connect professional expertise, international exposure, applied research and technology to help institutions respond to complex challenges.

01 CAPABILITY

Executive and institutional
learning

02 EVIDENCE

Applied research and analysis

03 IMPACT

Consulting and practical
implementation

— WHERE OUR WORK HAS TAKEN US

Bangkok · Phnom Penh · Hanoi · Ho Chi Minh City · Manila · Ahmedabad · Vientiane · Sydney · Wellington ·
Jakarta · Bali · Kuala Lumpur · Singapore · Malé · Kampala · Siem Reap · Brussels · Prague · Dallas · San José
· Kathmandu

50+

International programmes

23+

Global destinations

5

Continents reached

360°Learning, research and
advisory

ABOUT TRUSTINSIGHTS

Two trusted legacies united under one identity.

Our integration combines expertise, international networks and practical methodologies within a single organisation serving public institutions, private organisations, non-governmental organisations, financial institutions and development partners. Every assignment is designed to be academically sound, operationally relevant and useful in practice.

MISSION

To deliver excellence in capacity development, applied research and institutional advisory services while maintaining fairness, honesty, integrity and professional courtesy.

VISION

To be a globally respected provider of capacity-development, research and knowledge solutions enabled by technology and world-class expertise.

WHAT WE STAND FOR

Six principles guide how we work.

They define the standard TrustInsights brings to every programme, research assignment, partnership and advisory engagement.

Integrity

Excellence

Innovation

Collaboration

Inclusion

Sustainability

The TrustBiz legacy

A strong reputation for high-quality international capacity-building programmes across banking, finance, telecommunications, energy, agriculture, health, education, management, infrastructure and technology. Its problem-centred approach combines seminars, case studies, group discussions and institutional visits.

The TrustResearch legacy

Applied research across social sciences, business, public policy and institutional development. Its work integrates field research, technology, applied statistics and professional consultation to produce academically rigorous and practically relevant findings.

OUR APPROACH

Knowledge is most valuable when institutions can use it.

We draw on nine core methods and apply them according to each assignment's purpose — some engagements need a classroom, others need a field visit or a dataset.

01 Seminars

02 Expert lectures

03 Group discussion

04 Case studies

05 Field-based learning

06 Institutional visits

07 Applied research

08 Data analysis

09 Implementation support

“Our purpose is to help organisations build capability, understand complex challenges and achieve sustainable results.”

TRUSTINSIGHTS

UPCOMING OPPORTUNITIES

Planned international programmes.

Executive learning, institutional study visits and professional exchange programmes designed for boards, leaders, regulators and technical professionals.

GOVERNING RESPONSIBLE GROWTH

Board Oversight of Risk and Client Protection in Microfinance — Exposure Programme in Cambodia

21-24 September 2026 • Phnom Penh, Cambodia

For boards of directors of microfinance institutions

INTERNATIONAL TRAINING AND STUDY VISIT

Banking Beyond Boundaries: Leadership For Tomorrow

28 September – 1 October 2026 • Phnom Penh, Cambodia

For directors, managers and officers from banks, financial institutions, microfinance institutions and public enterprises

INTERNATIONAL TRAINING AND STUDY VISIT

Field-Based Learning for Microfinance Institutions

6-9 October 2026 • Gujarat, India

For staff of microfinance institutions

INTERNATIONAL CAPACITY BUILDING PROGRAMME

Strategic Leadership, Digital Transformation & Institutional Excellence in Financial Services

27-30 October 2026 • Vientiane, Lao PDR

For senior leadership and technical teams across the financial sector

INTERNATIONAL EXECUTIVE PROGRAMME

Leadership and Governance for Institutional Resilience

23-26 November 2026 • Sydney, Australia

For directors and senior management of banks, financial institutions, microfinance institutions and public enterprises

PROGRAMME DESIGN

What participants can expect.

Expert-led learning

Focused seminars, lectures, facilitated discussion and practical case analysis.

Institutional visits

Direct engagement with relevant public, private, regulatory and development institutions.

Professional networking

Opportunities to exchange experience with peers, experts and international partners.

Comparative insight

Exposure to international practices participants can assess within their own context.

Practical application

Learning designed around the challenges, priorities and operating realities of institutions.

Custom programmes

Tailored themes, destinations, schedules and institutional visits for client groups.

PROGRAMME EXPERIENCE

Learning that extends beyond the classroom.

Our programmes combine executive learning, institutional visits, professional networking and international exposure.

2026

VIENTIANE, LAO PDR

Digital Transformation and Inclusive Institutional Growth

International capacity-building programme held from 24–27 June 2026.

2026

KAMPALA, UGANDA

Shaping Inclusive Finance Through Innovation

Lessons from African microfinance, delivered from 11–14 March 2026.

2026

SYDNEY, AUSTRALIA

Leadership and Governance for Institutional Resilience

International executive programme held from 26–29 January 2026.

OUR LEARNING MODEL

From international exposure to practical institutional action.

Programme design is centred on real institutional priorities. Expert input establishes the concepts; peer exchange and case analysis test them; institutional visits show how they operate; and facilitated reflection helps participants translate the experience into their own organisational context.

Problem-centred

Each programme begins with the challenges, responsibilities and decisions participants face in practice.

Comparative

Participants examine international approaches without assuming that one model fits every institution.

Applied

Sessions and visits are organised to produce useful insight, not exposure for its own sake.

Collaborative

Professional exchange creates space for institutions to learn from peers, hosts and experts.

Customisable

Themes, destinations, schedules and visit programmes can be designed around a client brief.

Institutional

The goal is stronger organisational capability, informed leadership and sustainable practice.

Programmes, partnerships and professional exchange across five continents.

The next page presents the complete programme-location timeline in one concise chronological view.

2010—2026

PROGRAMME TIMELINE

An international learning journey since 2010.

A concise record of the programme months and destinations supplied in TrustInsights' international learning timeline, arranged from the most recent programme year to the beginning of the journey.

2010-2026

PROGRAMME JOURNEY

Five continents

ASIA · OCEANIA · AFRICA · EUROPE · AMERICAS

One-page chronology

ALL LISTED YEARS AND LOCATIONS RETAINED

2026-2023

RECENT YEARS

2022-2016

EXPANSION

2015-2010

FOUNDATIONS

2026

CURRENT YEAR

JUNE	Vientiane, Lao PDR
MARCH	Kampala, Uganda
JANUARY	Sydney, Australia

2025

SIX ENTRIES

DECEMBER	Phnom Penh, Cambodia
NOVEMBER	Ahmedabad, India
OCTOBER	Phnom Penh, Cambodia
JULY	Bangkok, Thailand
JUNE	Ahmedabad, India · Phnom Penh, Cambodia
FEBRUARY	Manila, Philippines

2024

INTERNATIONAL DESTINATIONS

SEPTEMBER	Dallas, Texas, USA
JUNE	Phnom Penh, Cambodia
MAY	Hanoi, Vietnam · Phnom Penh, Cambodia

2023

REGIONAL LEARNING

MAY	Bangkok, Thailand · Phnom Penh, Cambodia
MARCH	Manila, Philippines
FEBRUARY	Phnom Penh, Cambodia

2022

ASIA AND THE AMERICAS

NOVEMBER	Dallas, USA · San José, Costa Rica
SEPTEMBER	Bangkok, Thailand · Hanoi, Vietnam
AUGUST	Phnom Penh, Cambodia
JUNE	Hanoi, Vietnam
MAY	Malé, Maldives
APRIL	Phnom Penh, Cambodia

2020

EUROPE AND ASIA

FEBRUARY	Prague, Czech Republic
JANUARY	Hanoi, Vietnam

2019

THREE DESTINATIONS

SEPTEMBER	Hanoi, Vietnam
MARCH	Wellington, New Zealand
JANUARY	Bangkok, Thailand

2018

EUROPE AND SOUTHEAST ASIA

OCTOBER	Brussels, Belgium
MARCH	Ho Chi Minh City-Hanoi, Vietnam
FEBRUARY	Manila, Philippines

2016

INDONESIA AND THAILAND

OCTOBER	Jakarta-Bali, Indonesia
SEPTEMBER	Bangkok, Thailand
AUGUST	Bangkok, Thailand

2015

MALAYSIA AND INDONESIA

DECEMBER	Kuala Lumpur, Malaysia
MARCH	Bali, Indonesia · Kuala Lumpur, Malaysia

2014

THAILAND

SEPTEMBER	Bangkok, Thailand
AUGUST	Bangkok, Thailand

2013

NEPAL

DECEMBER	Kathmandu, Nepal
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2012

THAILAND

JANUARY	Bangkok, Thailand
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2011

MALAYSIA, THAILAND AND NEPAL

DECEMBER	Kuala Lumpur, Malaysia
FEBRUARY	Singapore-Bangkok, Thailand
JANUARY	Kathmandu, Nepal

2010

THE JOURNEY BEGINS

DECEMBER	Bangkok, Thailand
AUGUST	Bangkok, Thailand
MAY	Bangkok, Thailand

OUR FOOTPRINT REACHED

Knowledge, learning and partnerships across international cities.

Our footprint reflects programmes, professional engagement and institutional collaboration across Asia, Oceania, Africa, Europe and the Americas.



CITIES REACHED

01 Thailand Bangkok	02 Cambodia Phnom Penh · Siem Reap	03 Vietnam Hanoi · Ho Chi Minh City
04 Philippines Manila	05 India Ahmedabad	06 Lao PDR Vientiane
07 Australia Sydney	08 United States Dallas	09 Uganda Kampala
10 New Zealand Wellington	11 Indonesia Jakarta · Bali	12 Maldives Malé
13 Belgium Brussels	14 Czech Republic Prague	15 Costa Rica San José
16 Malaysia Kuala Lumpur	17 Singapore Singapore	18 Nepal Kathmandu

2010

An international learning journey spanning 16 years — from the first programmes in Bangkok to executive learning in Sydney, Vientiane and Kampala.

2026

RESEARCH AND CONSULTING

Evidence-based solutions for complex institutional challenges.

We combine sector knowledge, research capability, technology and data analysis to provide practical, credible recommendations.

01

Capacity Development

Executive programmes, training, study visits and customised learning solutions.

02

Applied Research

Studies, surveys, evaluation, policy analysis and evidence-based reporting.

03

Institutional Consulting

Strategic, operational, governance and organisational-development advice.

SECTORS SERVED

Cross-sector knowledge with an institutional focus.

TrustInsights' programme and research experience spans public, private, non-governmental and development institutions.

Banking

Finance

Microfinance

Telecommunications

Energy

Agriculture

Health

Education

Management

Infrastructure

Technology

Public policy

HOW WE WORK

01 — LISTEN

Understand the brief

Clarify the institutional need, audience, context and expected result.

02 — DESIGN

Build the right method

Combine learning, research, consultation, visits or analysis as required.

03 — DELIVER

Engage with purpose

Use experts, evidence and professional facilitation to make the work useful.

04 — APPLY

Support practical value

Connect findings and learning to institutional priorities and implementation.

WORK WITH US

Bring a programme to your institution.

We design custom programmes around your themes, destinations, schedule and institutional visits — and deliver research and advisory assignments to the same standard. Write to us to discuss a brief.



Building institutional capacity through international learning, applied research, strategic consulting, technology and professional collaboration.

TALK TO US

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