

BSR | Financial Resilience Training

Module Four

Talking About Finances With Your Family

90-Minute Training



www.bsr.org

Overview

This guide provides an introduction to How to Talk About Finances with your Family. This training is the fourth module in a five-part training series.

What Is Included?

This packet will help you lead a training session on financial planning and managing money. It includes a proposed training **agenda**, the **materials** needed to conduct the training, **key messages** to emphasize during the training, and **examples** of what to say while training

What if This Is My First Training on Financial Resilience?

While it can be intimidating to give a training for the first time, everyone has something to offer and something to learn. Preparing for the training by reviewing the lesson and key messages before the training will help you to feel familiar and comfortable with the content.

If someone asks a question during the training that you do not know the answer to it is important that you say, *“I do not know”* and then follow up with a financial services professional in order to provide accurate information. No one trainer can have all of the answers—it is **okay** to say, “I don’t know.” Only provide information that you are certain is accurate.

Your role is not necessarily to be an expert. Though you should have a very good understanding of the content, your main purpose is to deliver information and lead meaningful discussions around the issues that participants face when planning for their financial futures. There aren’t always “right” answers because no two people are in the same financial situation. Help people think through their financial wants and needs and try to provide the resources that will help them achieve their goals.

It is essential that while conducting this training, you keep in mind gender-sensitive approaches, issues, and needs. You should also have ability to analyze financial issues through a gender lens. Financial planning can be different for men and women; therefore, you need to be able to consider and support women’s unique needs. In Ghana, most women generate their own incomes to complement their husband’s support. However, in some cases husbands will expect wives to consult them to set and plan for their financial goals. HERfinance training aims to increase women’s control over their finances, however this local context is important to keep in mind as trainers tailor the activities to ensure sensitivity to women’s needs and to encourage active participation.

How Do I Use the Document?

Trainer's Tips provide helpful information about how to conduct a session. Trainer's Tips might provide guidance on how to encourage participation or how to adapt a training to respond to differences in beliefs or behaviors in different places or among different groups of people. Trainer's Tips have been gathered from training professionals.

Trainer's Tips¶

¶ Introduce the trainer and participants¶

When possible, use a fun and interactive way to introduce participants. For example, you might divide participants into two groups and ask one person in each group to identify all of the people in their group. See which participant can remember all of the names of the participants in their group.¶

¶ Ensure confidentiality:¶

While the goal is to enable everyone to speak openly, explain that the group must promise not to talk about who said what or asked which questions in the training. People are more likely to participate when confidentiality will be respected.¶

¶ Communicate effectively:¶

Below are some tips on how to communicate effectively.¶

» → During the session, if someone asks a question, give him or her your full attention.¶

» → Listen carefully to the participants and ask clarifying questions if you do not understand the question or comment.¶

» → After participants have answered a question, paraphrase and clarify answers so that

▪ Discussing Finances With Your Family One-Hour Training¶

▪ Open the Training¶

Time: 5 minutes¶

¶ **TRAINER:** Open the training by (1) introducing the trainer and participants and (2) introducing the subject. ¶

¶ 1. → Introduce the trainer and participants ¶

Open the training by introducing yourself and the participants. When possible, use a fun and interactive way to introduce participants. ¶

¶ 2. → Introduce the topic¶

Ask the participants an introductory question: *Who in your family makes the financial decisions? Do you regularly talk to your spouse or other family members about how the household money is spent? Do you decide what to do with your money or does someone else?* ¶

Discuss what the training is about: *Today, we'll be discussing why it's important to discuss finances with your family. Both your decisions as well as the decisions your spouse and family members make affect your ability to save and spend your family's income. Thus, it's important that you discuss your financial goals with your family as well as we as develop together your savings plans.* ¶

¶ *You may find that your financial goals are different than those of your other family members. In this case, it's important to be able to clearly communicate with your family members to ensure that everyone has a shared understanding of your family's approach to managing the family finances.* ¶

¶ Why It's Important to Talk About Finances With Your Family¶

Time: 15 minutes¶

¶ **TRAINER:** During this time the participants will discuss why it's important to talk about finances with their families. ¶

¶ 3. → Conduct the "Talking about Finances with Your Family" Scenario Activity.¶

How much time you need for each section is indicated at the beginning of every section.

Italics (slanted letters) provide an example of what a trainer could say in a session.

Numbered items show the order of tasks to be completed by the trainer.

Trainer's Tips

Familiarize yourself with materials: Before starting the training, it is important that you familiarize yourself with the training agenda, review and understand the key lessons, and gather materials for the training.

Be prepared: Before starting the training, it is important that you familiarize yourself with the training agenda, review and understand the key lessons, and gather materials for the training.

Prepare the location: Think about where you are going to have the training. It is best that the training be conducted in a quiet location without distractions.

Plan the timing: Consider the best timing for the training. If possible, it is best to conduct the training when the participants are alert. Having a training after work or before meals may not be as effective because the participants might be too tired or too hungry.

Additional training resources: For more information on the HERproject methodology and how to effectively plan and organize trainings, reference the training resources on the [HERproject website](#).

Prepare for the Training

Agenda

Familiarize yourself with the agenda of the training. The 90-minute training agenda provides guidance on how much time you should spend on each section.

Time	Topics
10 minutes	Open the Training
20 minutes	Power Dynamics: Forms of Power and Their Impact
10 minutes	Financial Issues to Discuss with Your Family
15 minutes	Effective Communication Skills
15 minutes	Negotiation Skills for Discussing Finances
10 minutes	Practicing Talking About Finances with Your Family
10 minutes	Close the Training

Understand the Key Messages

Key Messages
<ul style="list-style-type: none">• It's important to talk to your family about finances. Financial decisions are most effective when they are made collectively by husbands and wives equally participating in the financial-planning process.• Families that discuss finances together are more likely to meet their financial goals.• Effective communication will help you to convey your message and ensure that everybody involved is satisfied with the outcome desired• Before starting a conversation on finances, it's important to collect information, understand the other person's motivations and desires, know what you want from the conversation, and remain calm and positive.• When women are involved in making financial plans and decisions, they are more confident about their skills in all areas of their lives.

Gather Materials

The materials listed below will be used during this training:

1. Board or flipchart
2. Markers
3. Talking About Finances with Your Family Scenario Cards

Trainer's Tips

Introduce the trainer and participants: When possible, use a fun and interactive way to introduce participants. For example, you might divide participants into two groups and ask one person in each group to identify all of the people in their group. See which participant can remember all of the names of the participants in his or her group.

Ensure confidentiality:

While the goal is to enable everyone to speak openly, explain that the group must promise not to talk about who said what or asked which questions in the training. People are more likely to participate when confidentiality is respected. Create a safe place for female workers so that they feel comfortable sharing their stories and participate in the activities.

Communicate effectively:

Below are some tips on how to communicate effectively.

- During the session, if someone asks a question, give him or her your full attention.
- Listen carefully to the participants and ask clarifying questions if you do not understand the question or comment.
- After participants have answered a question, paraphrase and clarify answers so that everyone in the room understands.
- Reassure the participants that it is good to ask questions.
- Increase female participants' confidence levels by always encouraging them to participate actively in the activities.
- It can be challenging to train female and male workers together. Pay particular attention to the dynamics and balance between men's and women's participation during group discussions.

Discussing Finances With Your Family Training

Open the Training

TIME: 10 minutes

TRAINER: Open the training by (1) introducing the trainer and participants and (2) introducing the subject.

1. Introduce the trainer and participants.

Ask the factory supplier staff or co-op leadership to open the session by introducing the program and the trainers and explaining why this program is important for the factory. Their presence will assure and motivate the participants.

Define the "house rules:" Before starting this session, discuss the rules to ensure a successful session. Ask participants for their suggestions, and then add your own. Write down the rules and hang the poster at the front of the room. Sample rules include: turn off mobile phones, ask questions one at a time, and don't speak while others are speaking, etc.

2. Introduce the topic.

Ask the participants an introductory question: *Who in your family makes financial decisions? Do you regularly talk to your spouse or other family members about how the household money is spent? Do you decide what to do with your money or does someone else? Have you discussed any financial plans with your spouse or in-laws?*

Discuss what the training is about: *Today, we'll be talking about why it's important to discuss finances with your family. Your decisions, as well as the decisions made by your spouse and family members, affect your ability to save and spend your family's income. Thus, it's important for you to discuss your financial goals with your family and develop your savings plan together.*

You may find that your financial goals are different from those of your other family members. In this case, it's important to be able to clearly communicate with your family members to ensure that everyone has a shared understanding of your family's approach to managing the family finances. Along with communicating your financial goals, it is important to discuss with your family the necessary financial tools—for example, a bank savings account or mobile money account—that can help you save safely, budget, and stay on track with your financial plans.

You may find that discussing these topics with your family can be challenging, but remember that it is important for you and your family to find common and helpful ways to achieve your financial goals together.

Trainer's Tips

Draw from everyone's expertise and experience:

Your role as the trainer is to give participants useful information. However, we all have knowledge and experience to share. Be sure to allow participants to share good practices that they've used when communicating with their families, and share your own experiences or tips for communicating effectively. Storytelling can also be a successful approach.

Power Dynamics: Forms of Power and Their Impact

TIME: 20 minutes

TRAINER: During this session, the participants will be introduced to the concept of power.

1. Introduce the concept of power.

Context for Trainers: In Module 1 we discussed negative power dynamics. When power is activated, it can trigger strong associations and emotions. It happens to all of us, which is why it's important that we're conscious of our own behaviors in these moments. Participants who have strong emotional reactions to power might welcome an opportunity to talk about them. Give participants the opportunity to discuss these issues in small groups.

The goal of this activity is to explain the concept of power dynamics. The following definitions can be used to explain the concepts of "power over," "power to," "power with," and "power within." These concepts can be hard to explain, and we encourage you to use specific examples and the activity below to help workers understand. While using "power over" or having someone use their "power over something or someone" are negative demonstrations of power, having the "power to, with, and within" are positive demonstrations of power.

Forms of Power

- **Power over:** refers to the use of force, coercion, domination, or control.
- **Power to:** refers to the productive potential of power. It relates to the power to make a difference, to create something new, or to achieve goals.
- **Power with:** refers to shared power that grows out of collaboration and relationships.
- **Power within:** involves people having a sense of their own capacity and self-worth

SET UP ACTIVITY

Assign each participant the color blue or the color green. There should be roughly an equal number of blues and greens.

DO THE ACTIVITY

Tell participants: *Imagine that as a group you're receiving 30,000 Ghana Cedis. You now need to decide how you want to spend the money. Each person should share an idea for how to use the money, and then as a group, you will decide on the best idea.*

Give participants a few minutes to discuss. While they are in the middle of their discussion, interrupt by saying: *Will all of the "the blues" please stand up. Now, will all of "the greens" please sit down. Continue discussing how you would like to spend the money with this new configuration.*

After another few minutes, interrupt again and say: *Now, anyone who is "green" will need to ask "the blues" for permission before he/she can speak. Okay, please continue discussing.*

Allow them to continue with their discussion. After another couple of minutes, ask the group to pause and give the next set of instructions: *Now, every time “a green” asks for permission to speak, “the blues” will say “no.” When “the green” hears a “no,” he/she will need to stop speaking altogether. Other “greens” should keep asking for permission, and “the blues” should keep saying “no.”*

After most of “the greens” have lost their power to speak, draw the activity to a close. Ask “the greens:” *How did it feel to gradually lose your power to speak?* (For example: Did you feel resentful, hopeless, or angry?) *“Blues,” how did you feel?*

Summarize the relevant points, and then end the activity by asking people to sit quietly for five minutes and reflect on the following questions:

- *Consider a time when you used your power over someone in a negative way. How did it feel?*
- *Consider a time when someone used their power over you. How did it feel?*
- *Now, consider a time when you used your own power to create or achieve something positive, or you joined your power with another person to achieve something great. How did it feel?*

After participants have reflected quietly, discuss the following:

We often think about power as being about strength, force, and sometimes violence; however, there are positive ways of showing power too. For example, there is power in having knowledge and wisdom. There is power in being able to resolve disputes. There is also power in being able to nurture and support a family.

*When we use power **over** someone in a negative way, it may feel good to us. However, the other person may feel bad, scared, or small, which are negative emotions. If we use power in a positive way, then the person we use power to support also feels good.*

Financial Issues to Discuss With Your Family

TIME: 10 minutes

TRAINER: During this session, discuss with participants the financial issues that are important to talk about with their families.

1. Discuss the different financial issues that participants should talk about with their families.

Ask the participants: *What are some financial-related issues that should be discussed with your spouse and other family members?*

Answers can include: “taking out a loan;” “starting a savings plan;” “the need to reduce spending;” “creating financial goals;” “buying on credit;” “making major purchases;” “opening a bank savings account or mobile money account;” or “buying a phone to open a mobile money account.”, starting a mobile money business, starting a retail provision store business in the community. Selling groceries, etc.

Financial decisions often require the participation of and support from other people in your family. For example, reaching certain savings goals will require you, your spouse, and your other family members to reduce the amount of money you spend on items such as clothes, sweets, and expensive gifts.

Trainer's Tips

It can be difficult to change the prevailing gender norms and societal structure through training. As a trainer, your role is to encourage equality and social justice by keeping the universal declaration of human rights in mind: "All humans are born equal and free." Negotiation skills training is an important tool that can support women to take better control over their finances.

If you take out a loan for an emergency situation like a flood or an unexpected death in the family, you may need help from your family to pay it back. In this case, it would be a good idea to discuss the loan and the payment requirements with your family before you go to the lender.

If you are thinking about opening a bank savings account or a mobile money account, you may need to agree with your family and convince them that saving digitally is better than saving in cash. In this case, it would be good to introduce all of the benefits of mobile money accounts. You may also want to discuss the importance of keeping your PIN code personal and confidential.

Effective Communication Skills

TIME: 15 minutes

TRAINER: During this session, participants will learn about different communication skills and how they can be used to improve their relationships.

1. Introduce effective communications styles and skills.

Knowing different styles of communication can help us to improve how we communicate to the people in our lives. Better communication also improves our relationships. There are several different ways to communicate, and sometimes we do so in ways that are not helpful. We would all like to be able to say what we want, express how we feel, and have the other person listen to us. Sometimes in a situation, such as a conflict or disagreement, we may attack the other person. Other times, we may simply avoid conflict and do not say what we want. We may be very manipulative. In some cases, we are able to communicate powerfully and effectively using assertive communications.

All of us use some of these strategies. In the following activity, we are going to discuss how we communicate in different ways. We will look at how our communication style can influence others' behavior.

SET UP ACTIVITY

Create a flipchart with three columns and the following headings: Attacking, Avoiding, Being Manipulative. Then, use the following guide to understand and explain what attacking, avoiding and being manipulative means. Do not share the following table with participants.

GUIDE FOR TRAINERS ON CLASSIFYING POSSIBLE ACTIONS		
Attacking	Avoiding	Being Manipulative
Shouting	Withdrawal	Threatening to leave or kill
Interrupting	Sulking in silence	Begging and pleading
Exploding	Avoiding conflict at all costs	Making others feel guilty
Warning ("If you don't do this!")	Talking behind someone's back	Emotional blackmail
Revenge ("I'll get you back for this!")	Trying to forget about the problem	Crying
Insulting	Not saying what you think	Offering something, e.g. conditional support in order to get something else
	Not being honest in sharing	
	Pretending to agree	
	Being polite but feeling annoyed	

DO THE ACTIVITY

We are going to start by thinking about the different types of behaviors that may be perceived as verbally attacking, avoiding, or being manipulative. To start, let's consider your relationships with your spouse or your family.

1. *Have you experienced verbally attacking behaviour during a conflict or disagreement? What types of behaviors did you observe? List the examples on the chart.*
2. *Have you experienced behaviors that are passive or that avoid addressing the issues in a conflict? What did this behavior look like? List the examples on the chart.*
3. *What does manipulative behavior look like? What behaviors are used as manipulative tactics during an argument? List the examples on the chart.*

We all use some of these communications approaches sometimes. Often, they may be the easiest way of dealing with a situation in the short term, but in the long term, there can be problems. If we attack someone else, we may impose our view on the other person, but we are unlikely to solve the problem. If our goal is to come to a good agreement, we should consider how we can communicate more effectively. Effective communication can help us:

- *Get the other person to understand our position*
- *Reach an agreement that both parties will be able to stick to*
- *Remain comfortable*

Assertive communication is an effective style of speaking and interacting with others that can help you solve conflicts and come to an agreement.

Assertiveness: *To speak and act assertively, use “I” statements; look the person in the eye with a kind expression and appropriate smiling; don’t whine or be sarcastic; speak in a firm, warm, well-paced, and non-accusatory tone; diffuse negativity; take pride in oneself and the team; and take accountability for your own mistakes and others.*

Now, let's look at this conversation between a husband and a wife to understand how we can be assertive.

Write down the following conversation on a flipchart:

Husband: “I don’t want you to work in the Co-operative producing shea butter and selling in the market. You need to stay at home and take care of the family and the children. A women’s place is at home not outside of it.”

Ask participants: *How can the wife answer her husband? Ask for a few responses and then discuss which responses demonstrate an assertive response.*

On a separate flipchart write an assertive response from the wife:

Wife: “I understand your worry about me and the family, but I think I should go to work, so we both can contribute to the family. As a result, our financial situation will improve, our children will be able to go to school, and we can both save for our own future as well. These days, many women go to work and share this responsibility with their husbands.”

Trainer's Tips

Consider some scenarios where participants would benefit from negotiation skills to improve their access to and use of mobile money.

Negotiation skills could help participants:

- Convince their spouses or their families to open their own mobile money accounts.
- Discuss with their families why they should not be sharing their mobile money account details and PIN code.
- Discuss with their families why they should be buying a mobile phone to better manage their accounts.
- Discuss with their families why saving their money in a mobiles account, rather than keeping it in cash, will help them reach their financial goals.

Negotiation Skills for Discussing Finances

TIME: 15 minutes

TRAINER: During this session, the participants will discuss the definition of negotiation, different negotiation skills, and tips for effective negotiation.

1. Discuss different negotiating skills for talking about finances.

Ask the participants: *What does negotiation mean to you?*

Allow participants to share all of their ideas keeping in mind that negotiating can mean different things to different people. Responses might include: "trying to reach an agreement with someone," "discussing something for mutual benefit," "communicating with someone to try to get something you want," etc.

Even though we're focusing on discussing finances with your family, what we're about to learn can help you in any situation when you need to negotiate. Negotiation is a process by which two or more parties communicate on an issue in order to reach an agreement. Think about a negotiation that you've had recently, or one that you would like to have had. It could be about finances or it could be about something else.

Possible past negotiations among family members could include: spending less money; borrowing money; buying a new kitchen appliance; sending the kids to school; fixing the leaky roof, expanding the house, or building your own house; or supporting relatives or parents, etc.

Reminder for trainers: Negotiation skills are important for women given the pervasive inequalities they face in society and their lack of basic rights like control over their own resources.

SET UP ACTIVITY

Ask participants to sit next to a partner. As you go through this activity, encourage participants to share their answers with their partners first, and then select a few volunteers to share their answers with the larger group.

DO THE ACTIVITY

We are talking about "negotiating" today. To help you become a better negotiator, I will read some tips that will help you communicate your position and hopefully get you your desired outcome:

1. Collect information.

Before having a conversation with someone, it's important to know your facts. You want to have all of the information you need to support your side of the negotiation. It is also important to know what your boundaries are and what is important to you so you know what you are willing to compromise on and what you are not willing to compromise on.

Ask participants: *Which facts would be good to know before you have your conversation?*

Answers could include: the cost of an item that you would like to buy; the amount of interest you would need to pay on a loan; the amount you would like to save every month; different options for reducing your monthly expenditures; the behaviors that would need to change to reach your

financial goals; and the process for using a mobile wallet to conduct financial transactions.

2. Understand the interests and motivations of the other person.

If you are asking someone to compromise or change his/her behavior, it's important to state up front what they will be getting from the agreement. The best outcome for a negotiation is when both people "win." For example, if you want your husband/wife to open a mobile money or bank savings account, make sure that what you're saving for will benefit both of you (e.g. retirement or sending your children to school).

Ask participants: *Think back to your actual or desired negotiation: What did the other person get from the agreement? If you are thinking about a desired conversation, what will the other person get from reaching an agreement?*

3. Know what you want from the negotiation.

Before you have a conversation with someone about finances, you will want to know what you want to get out of the conversation. For example, it is often easy for us to point out things that we don't like about someone's behavior, but it is harder to define what we would like instead. Do you want your spouse/family member to agree to take out a loan or start saving using a mobile money account? Do you want your spouse/family member to change his or her spending habits? If so, why? Go into the conversation with a clear goal and give the other person a suggestion to which they can react. A successful negotiation will often require us to adjust our thoughts or plans. And while you may still need to compromise, at least you have started the discussion.

Ask participants: *What do you want to achieve from the conversation or agreement that you have in mind?*

4. Build good relations with the other person.

It's always important to have good relations with a person before you start negotiating. Plan your conversation for a time when you both will not be distracted. For example, if you know your husband/wife is really tired after a long day of work, plan to have your conversation on a day off, so you can speak to them openly without him/her getting angry at you or being unwilling to have the conversation. In order to organize an effective negotiation with a positive outcome, consider bringing children, in-laws, and parents into the discussion as well. Take the time to listen to them, and give them the opportunity to add their own suggestions or modifications to what you have proposed. Remember, it's important for everyone to play a role and contribute equally to make the plan a total success.

Ask participants: *When is the best time to have this conversation? If the conversation already took place, was there a better time you could have had it?*

5. Plan how you will communicate effectively with the other person.

In just a few minutes, we will discuss some tips for communicating effectively. In general, it's a good idea to remain positive and calm when negotiating. When having important discussions, you should always consider the other person's point of view. It's also important to not get sidetracked. This is particularly important when you're speaking with your spouse. If there are other problems or issues that you need to discuss with him/her, save those for another conversation. Be positive and attentive to your teenagers and young children; they might have their own dreams or visions for their lives

and careers. Try not to contradict them when they share. Instead, try to find alignment between their dreams and yours.

If in the past you have had trouble communicating with someone in your family, think about what went wrong on that occasion. Perhaps, one of you felt particularly irritated by certain topics, or maybe someone misbehaved and prevented the other from finishing the discussion. Identify strategies to improve your ability to discuss sensitive topics and to avoid counterproductive behaviors.

Ask participants: *What are some of the challenges that you could face when communicating with this person? What were some of the sensitive topics you had to discuss in the past? Is there anything that you said or did that could have complicated the discussion? How can you avoid repeating this error in the future?*

6. Reach an agreement.

During a negotiation, it's important for both sides to reach an agreement or, at least, come to a mutual conclusion that you both understand and agree on from the discussion. If you do not have proper closure with the other person, you may end up needing to negotiate with them again on the same topic.

Ask participants: *What could a reasonable conclusion or agreement be to your negotiation?*

2. Brainstorm good communication tips for negotiation.

Now that we discussed the steps of a negotiation, let's brainstorm some tips for effective communication during a negotiation.

SET UP ACTIVITY

Using a flipchart or a chalk/whiteboard, delineate two columns. On the top of one write "Do," and on the top of the other write "Don't."

DO THE ACTIVITY

Ask the participants: *When talking to your spouse or other family members about finances, what should you do or not do?*

As participants call out responses, record them on the board in the correct column.

Possible responses include:

Do	Don't
Listen to your partner.	Get angry.
Acknowledge his/her point of view.	Be rude or insulting.
State your position with confidence.	Reject the other person's point of view.
Have good eye contact.	Refuse to compromise.
Find common ground.	Get sidetracked.
Compromise to find a solution.	Bring other issues into the conversation.

Practicing Talking About Finances with Your Family

TIME: 10 minutes

TRAINER: During this time, participants will practice talking about finances with their family.

1. Conduct the Talking About Finances with Your Family Scenario Activity

SET UP THE ACTIVITY

Ask participants to sit next to a partner. Give each pair a scenario card. Each scenario card will have two roles—each participant should assume one of the roles.

DO THE ACTIVITY

Have the participants read the scenario card and act out the conversation that would take place between the two characters. Let participants know that this is just an exercise for them to do between themselves, and unfortunately, there is not enough time for everyone to act out their scenario for the group. After participants have completed their role-playing exercise, collect their feedback on strategies to improve the negotiation process.

Ask the participants: *What similar conversations have you had in your household? What was the outcome?* Encourage the participants to share their stories. If they were unable to reach the desired outcome, ask them why. The goal of this exercise is to help participants practice the negotiation and communication skills discussed in this module in order to effectively convey the right information.

Close the Training

TIME: 10 minutes

TRAINER: During this time, you will help participants summarize and reflect on the knowledge that they have learned.

1. Revisit the Financial Dreams Activity.

During the closing of the training, revisit the Financial Dreams Activity presented in the earlier module. The goal of revisiting this activity is to encourage the participants to apply their new knowledge on talking about finances with their family to their own financial planning. Taking the time to reflect on how discussing financial matters with their families can help the participants achieve their financial goals reinforces the key messages and will promote positive behavior change.

This discussion can take place in partners or as a larger group. Encourage a few participants to share their thoughts.

Ask participants: *Today, we've discussed why it's important to discuss financial matters with our families. We've also practiced with a few potential scenarios. Let's think back to our own financial goals. Are there any goals that you have that would benefit from conversations with your family members? What would you like to share with your family members about these goals?*

As participants share their responses, be sure to link back to topics discussed during this training (e.g. the importance of collecting information, building good relations, and planning how to communicate effectively).

2. Review participants' knowledge.

Ask participants a series of questions to test their knowledge.

QUESTIONS AND ANSWERS

Question: *Why is it important to discuss financial issues with your family?*

Answer: *Reaching financial goals often requires the support of all family members. It's important for your family to understand your goals and for you to understand their goals.*

Question: *Before starting a negotiation, what should you do to prepare?*

Answer: *It's important to collect information, understand the other person's motivations and desires, know what you want from the conversation, and remain calm and positive.*

Question: *Will you always get what you want when negotiating?*

Answer: *Not always. To negotiate effectively, you need to be willing to compromise. The best outcome is when both people "win," or are happy with the final decision.*

Question: *What are some tips for negotiating effectively?*

Answer: *Listen carefully, acknowledge his/her point of view, state your position with confidence, have good eye contact, find common ground, and compromise to find a solution.*

3. Encourage the participants to act.

Ask the participants:

- *Now that we have talked about discussing finances with your family, who is one person with whom you can share what you have learned?*
- *What is one thing that you have learned today that you will be able to put into practice?*
- *What more information would you like to learn about negotiating finances with your family?*
- *How can negotiation help you introduce mobile money accounts to your household?*



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