

# REPORT

ON

TRAINING WORKSHOP  
FOR FRONTLINE OFFICERS ON MICROSOFT OFFICE TOOLS (MAIL MERGE,  
WORD, EXCEL & POWERPOINT)

PREPARED  
BY

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## 1.0 INTRODUCTION

Every organization and every professional demand applications and tools to meet their work requirements. Organizations want to complete tasks, projects, and jobs efficiently. Professionals manage several tasks concurrently. Every professional may have to create documents, files, presentations, statistics, etc., which are time-consuming. Microsoft Office tools can fulfill the needs of both professionals and organizations. These tools can enable an individual to work efficiently in an organization. The essentials of Microsoft Office are critical for the employees' professional growth as well as for the company's advancement. It is estimated that at least 1.2 billion people across the globe use Microsoft Office, making it very popular. These tools may not be the latest tools, but the features are so widespread that no application or competition in the business can replace these tools. These tools are so flexible and beneficial that whether it is a small-scale or a large-scale industry, these tools are needed, and their features are incomparable. Any professional looks for tools that diminish the time and repetition of repetitive work, or they look for a solution that could simplify their tasks, and they demand services that can make their work easy so that they can focus more on the completion of their project. This report discusses the extensive usage of Microsoft Office tools where at least one of the tools will be needed by everyone or every organization. The usage of these tools makes the task easier, solving real-life problems and reducing time and effort.

## 1.1 BACKGROUND

Many organizations now recognize that they must use Microsoft Tools to remain competitive in today's knowledge-based global economy, so they invest heavily in gaining effective benefits as they implement the new technology. Microsoft Tools has advanced into functional literacy, which is nearly equivalent to that of reading, writing, and arithmetic as a basic skill for modern office work. The skills often referred to as functional skills are the direct application of reading, writing, and arithmetic knowledge and include listening, speaking, numeracy, and computer literacy. Microsoft is widely recognized as essential in 21st-century learning, and many people tend to think about the technological tools that one could use, such as computers. However, productive Microsoft Office Tools usage is a matter not just of basic facility and functionality, but also of knowing how to use powerful workplace tools and to use them well and wisely. A person with Microsoft Tools Skills should be able to perform basic computer desktop operations, configure hardware, and use basic productivity tools such as word processors, spreadsheet tools, database tools, and presentation graphics in a way that illustrates their understanding of the tools and their ability to participate in the kind of activities that have become expected in the basic workplace. The use of Microsoft Office tools

can help enhance productivity in the workplace and help businesses produce higher quality work with respect to time.

## **1.2 Brief Remarks by the Municipal Chief Executive (MCE)**

The Hon. Municipal Chief Executive welcomed all the participants present and urged them to take advantage of this important initiative. According to him, one of the mandate of every organization is to ensure the development of its human resource (staff). He said, the Human Resources are the most important resources (Assets) of every business organization have and the performance of the organization is determine by the effectiveness and efficiency of the capability of these persons.

He concluded by thanking all participants for making time to attend the training.

## **1.3 Workshop Objective/Purpose**

### **1.3.1 Workshop Objective (General Objective)**

The purpose of this training is to equipped frontline staff (Senior Executive Officers, Stenographer Secretaries, Typists, Client Service Officers and some core staff of the Krachi West Municipal Assembly with the basic knowledge and skills in using Microsoft Office-based communication tools on enhancing and improving the job performance of professionals in the Local Government Service.

### **1.3.2 Contents/Specific Objectives of the Training Workshop**

The training course was designed to enable participants to:

- Define the concept Microsoft Tools
- Brief History of Microsoft Office-Based Communication Tools
- Brief describe some examples of Microsoft Office Tools
- Importance of using Microsoft Office-Based Communication Tools
- Application of Microsoft Office Tools that are regularly use in public and private offices

## **1.4 Approach and Methodology**

The Facilitators adopted participatory approach to all activities during the training workshop. To ensure quick and more lasting results, participants were actively involved in the training activities from the beginning to the end.

PowerPoint presentation, questions and answers, brainstorming, plenary discussions, and experience sharing were the methods employed during the training.

## **1.5 Workshop Participants, Venue and Date**

Fourteen (14) persons attended the training. Seven (7) females and Seven (7) males. The list of participants can be found in **appendix one (1)** of this report.

The training was organized at the Assembly Hall of the Krachi West Municipal Assembly on 14<sup>th</sup> July, 2025.

### **1.6 Training Workshop Facilitators**

The facilitators for the training workshop consist of two experienced officers from the Krachi West Municipal Assembly. The team comprised of Mr. Morgan Delali Exorkel, the lead facilitator and the Municipal MIS Officer; and Mr. Bright Akompim, the rapporteur and the Municipal Human Resource Manager.

### **1.7 Training Workshop Materials**

The training was designed in such a way that the participants were actively involved in every aspect of it.

The materials used during the workshop were the following:

- Power point slides
- Overhead projector
- Laptop computer

### **1.8 TRAINING WORKSHOP PROCEEDINGS**

The training workshop was organized for One-day at the Assembly Hall of the Krachi West Municipal Assembly at Kete-Krachi in Oti Region. The training commenced at exactly 11:30 am on the 14<sup>th</sup> of July, 2025. The proceedings of the training workshop was follows:

#### **1.8.1 Training Workshop-First Session**

The facilitators welcomed the participants and introduced themselves after an open prayer by Mr. Adri Prosper, and assured them of a fruitful training session. Participants were then asked to introduce themselves by mentioning their full names and designations.

The introduction of participants preceded with the setting up of rules governing the training. Participants were subsequently taken through the workshop objectives and expectations. The training was also intended to equip participants with the skills in the application of Basic Microsoft Office Tools in the Krachi West Municipal among Frontline Officers (Client Service Officers, Executive Officers, Stenographer Secretaries, and some core staff of the Assembly).

### **1.8.2 The Concept of Microsoft Based Office Communication Tools**

The use of Microsoft Office Tools (productivity tools) in the workplace has been around for quite some time. These tools have made it possible for professionals to manage projects efficiently and effectively. It is, therefore, very important to know specifically how the use of these tools can assist in enhancing productivity in the workplace. These tools are a good form of technology that save time, energy, and money. In terms of spreading and sharing information and facilitating effective group collaborations, productivity tools are complex types of software that develop a user's ability to complete tasks effectively and efficiently. Good examples of productivity tools are Microsoft Office tools. There are quite a number, and it is important to use the right one for the task at hand. The various Microsoft Office tools assist in being productive throughout the day. No matter what level of skills a person has, it can function, perform, and assist in increasing productivity. Microsoft Office tools include the following: Outlook, Word, Excel, PowerPoint, Access, OneNote, Lync, SharePoint, Publisher, and InfoPath. Each of these is used for specific tasks, which include the dissemination of information, data sharing, meeting up for work group projects, communicating with colleagues, and keeping up with appointments and conferences.

Everyone working as a professional within the corporate world needs to know how these tools can be used to help their business become more productive. Business capability can increase with the use of these tools. They have the ability to create professional-looking documents, financial statements, projects, and briefing presentations.

### **1.8.3 Brief History of Microsoft Office-Based Communication Tools**

Microsoft is a multinational computer technology corporation. Microsoft was founded on April 4, 1975, by Bill Gates and Paul Allen in Albuquerque, New Mexico. Its current best-selling products are the Microsoft Windows operating system; Microsoft Office, a suite of productivity software; Xbox, a line of entertainment of games, music, and video; Bing, a line of search engines; and Microsoft Azure, a cloud services platform.

In 1980, Microsoft formed a partnership with IBM to bundle Microsoft's operating system with IBM computers; with that deal, IBM paid Microsoft a royalty for every sale. In 1985, IBM requested Microsoft to develop a new operating system for their computers called OS/2. Microsoft produced that operating system, but also continued to sell their own alternative, which proved to be in direct competition with OS/2. Microsoft Windows eventually overshadowed OS/2 in terms of sales. When Microsoft launched several versions of Microsoft Windows in the 1990s, they had captured over 90% market share of the world's personal computers.

As of June 30, 2015, Microsoft has a global annual revenue of US\$86.83 billion (~\$109 billion in 2023) and 128,076 employees worldwide. It develops, manufactures, licenses, and supports a wide range of software products for computing devices.

On March 26, 2020, Microsoft announced it was acquiring Affirmed Networks for about \$1.35 billion (~\$1.57 billion in 2023). Due to the COVID-19 pandemic, Microsoft closed all of its retail stores indefinitely due to health concerns. On July 22, 2020, Microsoft announced plans to close its Mixer service, planning to move existing partners to Facebook Gaming.

On July 31, 2020, it was reported that Microsoft was in talks to acquire TikTok after the Trump Administration ordered ByteDance to divest ownership of the application to the U.S. On August 3, 2020, after speculation on the deal, Donald Trump stated that Microsoft could buy the application, however, it should be completed by September 15, 2020, and that the United States Department of the Treasury should receive a portion if it were to go through.

On August 5, 2020, Microsoft stopped its xCloud game streaming test for iOS devices. According to Microsoft, the future of xCloud on iOS remains unclear and potentially out of Microsoft's hands. Apple has imposed a strict limit on "remote desktop clients" which means applications are only allowed to connect to a user-owned host device or gaming console owned by the user. On September 21, 2020, Microsoft announced its intent to acquire video game company ZeniMax Media, the parent company of Bethesda Softworks, for about \$7.5 billion, with the deal expected to occur in the second half of 2021 fiscal year. On March 9, 2021, the acquisition was finalized and ZeniMax Media became part of Microsoft's Xbox Game Studios division. The total price of the deal was \$8.1 billion.

On September 22, 2020, Microsoft announced that it had an exclusive license to use OpenAI's GPT-3 artificial intelligence language generator. The previous version of GPT-3, called GPT-2, made headlines for being "too dangerous to release" and had numerous capabilities, including designing websites, prescribing medication, answering questions, and penning articles. On November 10, 2020, Microsoft released the Xbox Series X and Xbox Series S video game consoles.

In April 2021, Microsoft announced it would buy Nuance Communications for approximately \$16 billion (~\$17.7 billion in 2023). The acquisition of Nuance was completed in March 2022. In 2021, in part due to the strong quarterly earnings spurred by the COVID-19 pandemic, Microsoft's valuation

came to near \$2 trillion. The increased necessity for remote work and distance education drove demand for cloud computing and grew the company's gaming sales.

On June 24, 2021, Microsoft announced Windows 11 during a Livestream. The announcement came with confusion after Microsoft announced Windows 10 would be the last version of the operating system; set to be released in the third quarter of 2021. It was released to the general public on October 5, 2021.

In early September 2021, it was announced that the company had acquired Takelessons, an online platform which connects students and tutors in numerous subjects. The acquisition positioned Microsoft to grow its presence in the market of providing an online education to large numbers of people. In the same month, Microsoft acquired Australia-based video editing software company Clipchamp.

In October 2021, Microsoft announced that it began rolling out end-to-end encryption (E2EE) support for Microsoft Teams calls in order to secure business communication while using video conferencing software. Users can ensure that their calls are encrypted and can utilize a security code that both parties on a call must verify on their respective ends. On October 7, Microsoft acquired Ally.io, a software service that measures companies' progress against OKRs. Microsoft plans to incorporate Ally.io into its Viva family of employee experience products.

On January 18, 2022, Microsoft announced the acquisition of American video game developer and holding company Activision Blizzard in an all-cash deal worth \$68.7 billion. Activision Blizzard is best known for producing franchises, including but not limited to *Warcraft*, *Diablo*, *Call of Duty*, *StarCraft*, *Candy Crush Saga*, *Crash Bandicoot*, *Spyro the Dragon*, *Skylanders*, and *Overwatch*. Activision and Microsoft each released statements saying the acquisition was to benefit their businesses in the metaverse, many saw Microsoft's acquisition of video game studios as an attempt to compete against Meta Platforms, with TheStreet referring to Microsoft wanting to become "the Disney of the metaverse". Microsoft has not released statements regarding Activision's recent legal controversies regarding employee abuse, but reports have alleged that Activision CEO Bobby Kotick, a major target of the controversy, will leave the company after the acquisition is finalized. The deal was closed on October 13, 2023.

In December 2022, Microsoft announced a new 10-year deal with the London Stock Exchange for products including Microsoft Azure; Microsoft acquired ~4% of the latter company as part of the deal.

In January 2023, CEO Satya Nadella announced Microsoft would lay off some 10,000 employees. The announcement came a day after hosting a Sting concert for 50 people, including Microsoft executives, in Davos, Switzerland. Microsoft also announced a new multi-year, multi-billion dollar investment deal with OpenAI.

In January 2024, Microsoft became the most valued publicly traded company. Meanwhile, that month, the company announced a subscription offering of artificial intelligence for small businesses via Copilot Pro.

On July 19, 2024, Microsoft suffered a massive IT outage that affected many organizations (such as banks, airports, and 911 services) worldwide

#### **1.8.4 Brief describe some examples of Microsoft Office Tools**

Microsoft Office tools include the following:

- Microsoft Outlook
- Microsoft Mail Merge
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Microsoft OneNote
- Microsoft Lync
- Microsoft SharePoint
- Microsoft Publisher
- Microsoft InfoPath.

#### **1.8.5 Importance of using Microsoft Office-Based Communication Tools**

Key reasons why Microsoft tools are important:

- **Productivity Enhancement:**

Microsoft Office applications provide a comprehensive suite of tools for creating professional documents, analyzing data, designing presentations, and managing emails, significantly improving work efficiency.

- **Wide Compatibility:**

Most businesses and organizations use Microsoft tools, ensuring seamless document sharing and collaboration across different platforms.

- **User-Friendly Interface:**

Microsoft tools are designed with intuitive interfaces, making them accessible to users of all skill levels.

- **Collaboration Features:**

Microsoft tools like Teams and SharePoint facilitate real-time collaboration on documents, allowing multiple users to work simultaneously and track changes effectively.

- **Data Analysis Capabilities:**

Excel, with its powerful spreadsheet functions, enables complex data analysis, charting, and reporting.

- **Cloud Integration (Microsoft 365):**

Accessing documents and applications from anywhere with cloud storage and online access through Microsoft 365 enhances flexibility and remote work capabilities.

- **Security Features:**

Microsoft offers robust security measures to protect sensitive data within its applications.

**The Facilitators took participants through Microsoft Word and Microsoft PowerPoint as follows:**

### **1.8.6 Application of Microsoft Office Tools that are regularly use in public and private offices.**

- **Microsoft Word**

Used to make professional-quality documents, letters, reports, etc., MS Word is a word processor developed by Microsoft. It has advanced features which allow you to format and edit your files and documents in the best possible way.

### 1.8.7 What are the uses of MS Word?

MS Word enables users to do write-ups, create documents, resumes, contracts, etc. This is one of the most commonly used programs under the Office suite.

Given below are the different fields in which MS Word is used and simplifies the work of an individual:

- **In Education:** It is considered as one of the simplest tools which can be used by both teachers and students. Creating notes is easier using MS Word as they can be made more interactive by adding shapes and images. It is also convenient to make assignments on MS Word and submitting them online
- **In Workplace:** Submitting letters, bills, creating reports, letterheads, sample documents, can all easily be done using MS Word
- **Creating & Updating Resume:** One of the best tools to create your resumes and is easy to edit and make changes in it as per your experience
- **For Authors:** Since separate options are available for bibliography, table of contents, etc., it is the best tool which can be used by authors for writing books and adjusting it as per the layout and alignment of your choice
- **Homes:** Most people use Microsoft Tools in their homes for their personal assignments and problems. They use the tools to draft reports, write letters and so forth.

### 1.8.7 Steps in Using Microsoft Word

Follow these simple steps to open MS Word on your personal computer:

**Go to Start → All Programs → MS Office → MS Word.**

To create an MS Word doc, follow the steps mentioned above to open Microsoft Word. Then once the program is open, click on "File" followed by "New". This opens a new doc where something new can be created.

Since it is used by people of all age groups, in schools, in colleges and for official purposes, having proper knowledge of Microsoft Word is a must. The preview of the MS Doc file once it is opened is given below:

Calibri (Body) 11 A Aa

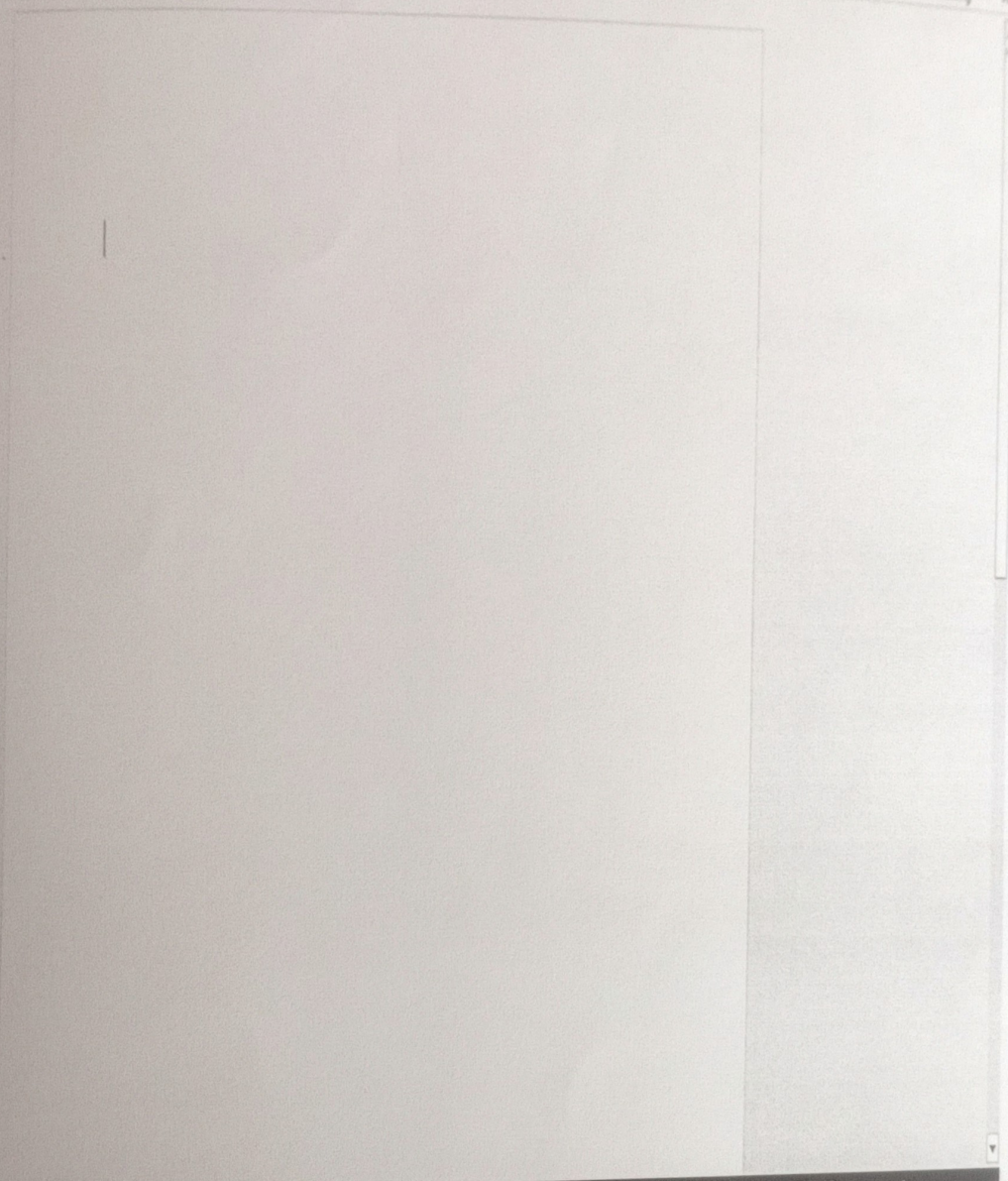
B I U X K

Font Paragraph Styles

AaBbCcDd AaBbCcDd AaBbCc AaBbCcEe AaBb AaBbCcEe AaBbCcDd AaBbCcDd

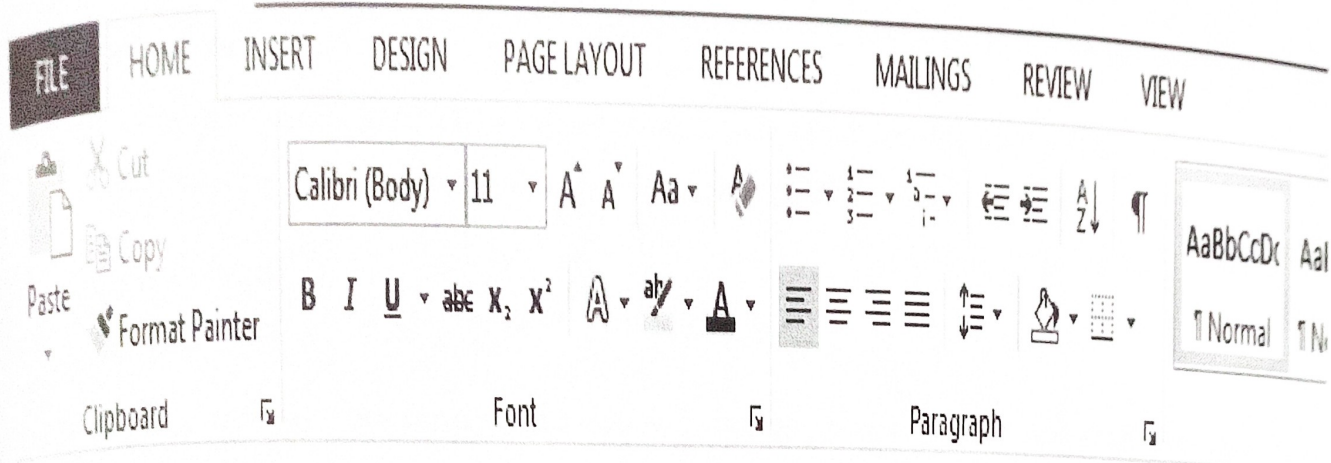
Normal No Spac... Heading 1 Heading 2 Title Subtitle Subtle Em... Emphasis

Find -  
Replace  
Select



## 9.0 Features of MS Word

The image given below shows the different elements and categories which are available in MS Word doc:



- **Home**

This has options like font colour, font size, font style, alignment, bullets, line spacing, etc. All the basic elements which one may need to edit their document is available under the Home option.

- **Insert**

Tables, shapes, images, charts, graphs, header, footer, page number, etc. can all be entered in the document. They are included in the "Insert" category.

- **Design**

The template or the design in which you want your document to be created can be selected under the Design tab. Choosing an appropriate tab will enhance the appearance of your document.

## • Page Layout

Under the Page Layout tab comes options like margins, orientation, columns, lines, indentation, spacing, and so on.

## • References

This tab is the most useful for those who are creating a thesis or writing books or lengthy documents. Options like citation, footnote, table of contents, caption, bibliography, etc. can be found under this tab.

## • Review

Spell check, grammar, Thesaurus, word count, language, translation, comments, etc. can all be tracked under the review tab. This acts as an advantage for those who get their documents reviewed on MS Word.

Apart from all the above-mentioned features, the page can be set in different views and layouts, which can be added and optimised using the View tab on the Word document. Margins and scales are also available for the benefit of the users.

When compared with MS PowerPoint, MS Word is more of reading while PPT is more of visual and graphical representation of data.

### ➤ Microsoft PowerPoint

MS PowerPoint is a program that is included in the Microsoft Office suite. It is used to make presentations for personal and professional purposes.

## 10.0 How to make a presentation in PowerPoint

1. Open a blank presentation.
2. Add slides to the presentation.
3. Add content to your slides.
4. Include animations or transitions between slides.
5. Consider adding presenter's notes.
6. Save your presentation.

7. Share your presentation.
8. Print accompanying materials

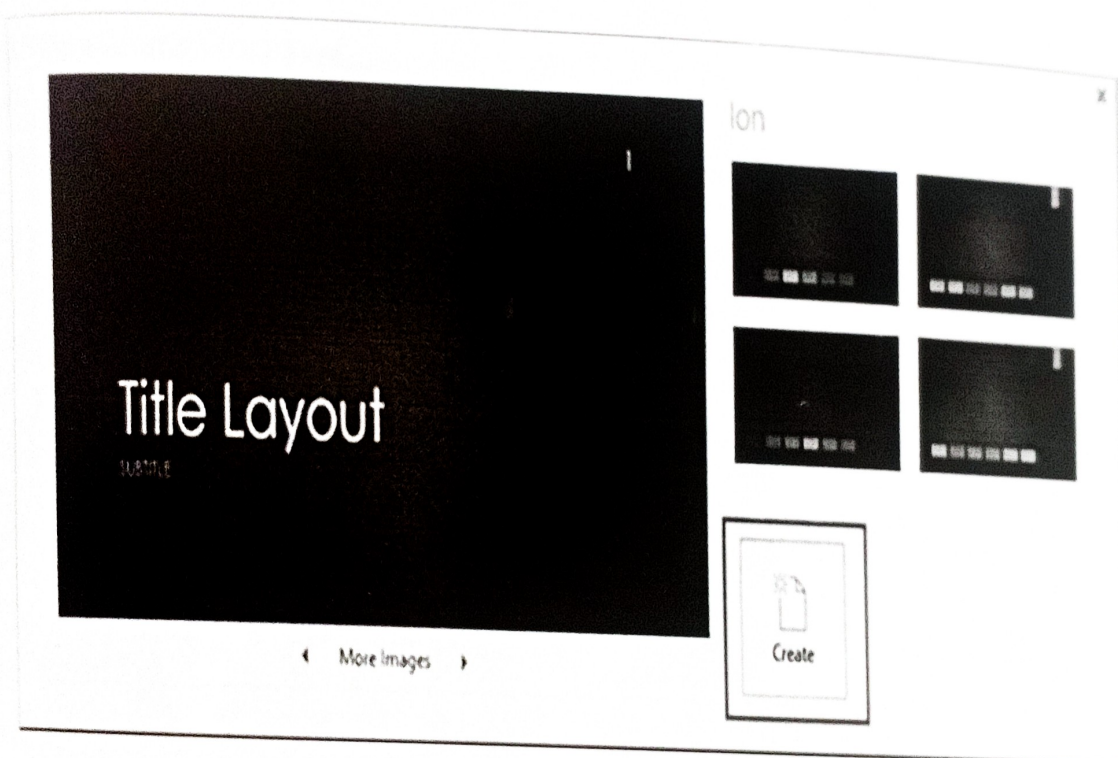
## 11.0 Some Basic Tasks in PowerPoint

When you open PowerPoint, you'll see some built-in themes and templates. A theme is a slide design that contains matching colors, fonts, and special effects like shadows, reflections, and more.

1. On the **File** tab of the Ribbon, select **New**, and then choose a theme.

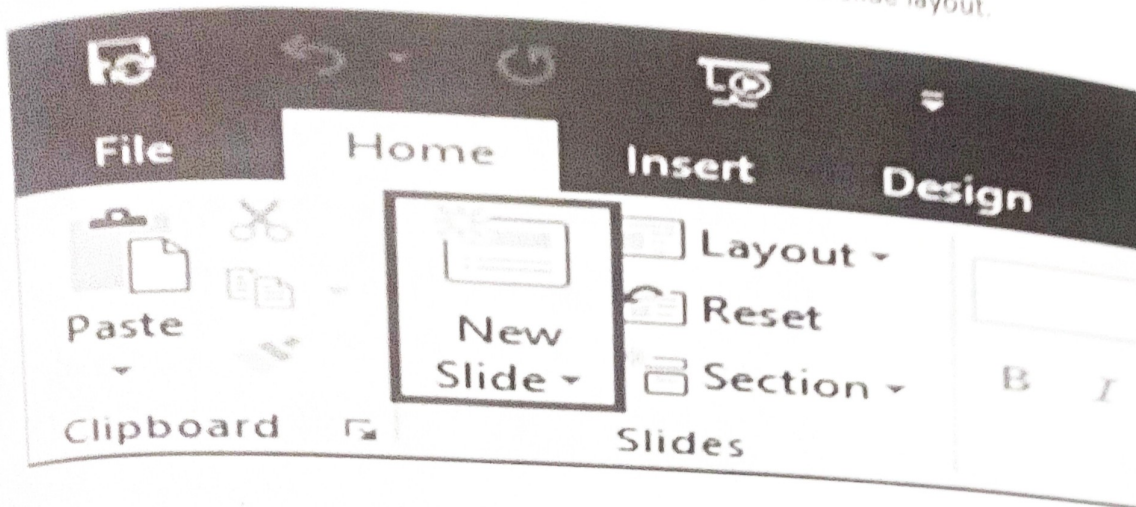
PowerPoint shows you a preview of the theme, with four color variations to choose from on the right side.

2. Click **Create**, or pick a color variation and then click **Create**.



## 12.0 Insert a new slide

- On the Home tab, click the bottom half of **New Slide**, and pick a slide layout.



## 13.0 Save your presentation

- On the **File** tab, choose **Save**.
- Pick or browse to a folder.
- In the **File name** box, type a name for your presentation, and then choose **Save**.



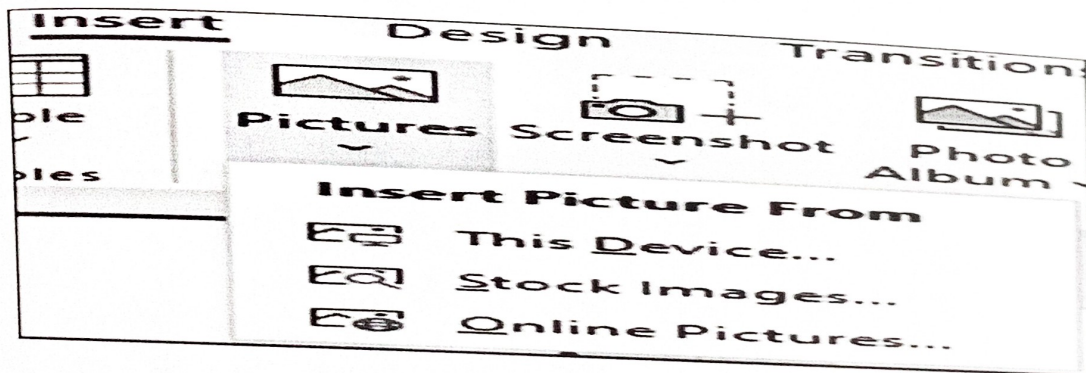
## 14.0 Format your text

1. Select the text.
2. Select **Shape Format**, then in the **WordArt Styles** group, you can do one of the following:
  - To change the color of your text, choose **Text Fill**, and then choose a color.
  - To change the outline color of your text, choose **Text Outline**, and then choose a color.
  - To apply a shadow, reflection, glow, bevel, 3-D rotation, a transform, choose **Text Effects**, and then choose the effect you want.

## 15.0 Add pictures

On the **Insert** tab, select **Pictures**, then do one of the following:

- To insert a picture that is saved on your local drive or an internal server, choose **This Device**, browse for the picture, and then choose **Insert**.
- (For Microsoft 365 subscribers) To insert a picture from our library, choose **Stock Images**, browse for a picture, select it and choose **Insert**.
- To insert a picture from the web, choose **Online Pictures**, and use the search box to find a picture. Choose a picture, and then click **Insert**.



### Add shapes

You can add shapes to illustrate your slide.

1. On the **Insert** tab, select **Shapes**, and then select a shape from the menu that appears.
2. In the slide area, click and drag to draw the shape.

3. Select the **Format** or **Shape Format** tab on the ribbon. Open the **Shape Styles** gallery to quickly add a color and style (including shading) to the selected shape.

### 16.0 EVALUATION OF THE TRAINING WORKSHOP

To assess the achievement of the training output, the facilitator asked the participants to assess the training workshop in the following areas:

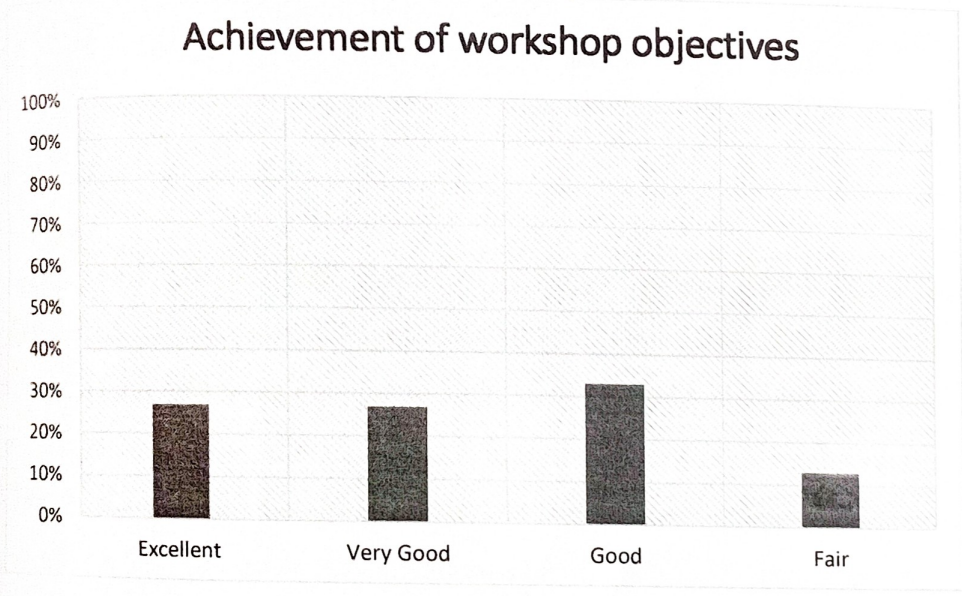
- Achievement of workshop objectives
- The extent to which the Workshop Expectations were met
- Facilitators Courtesy, Promptness and Delivery.
- Participation and Involvement of the Participants.

The following were the results of the evaluation:

#### Achievement of Workshop Objectives

13 % of the participants rated the achievement of the workshop objectives as excellent; 67% said it was very good; 13% said it was good; whilst 7% indicated it was fair. **Figure 1** show the perception of participants about the achievement of workshop objectives.

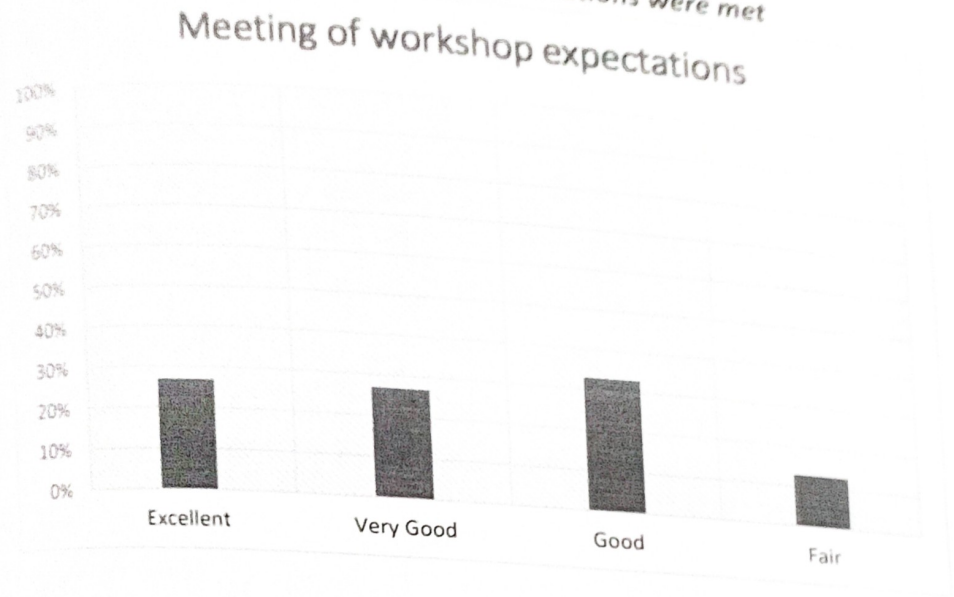
**Figure 1: Achievement of Workshop Objectives**



**Extent to Which Participants Expectations Were Met**

20% of the participants rated the extent to which their expectations were met as excellent, 33% said it was very good, whilst 27% said it was good. Figure 2 shows a pictorial view of participants' response to the extent to which their expectations were met.

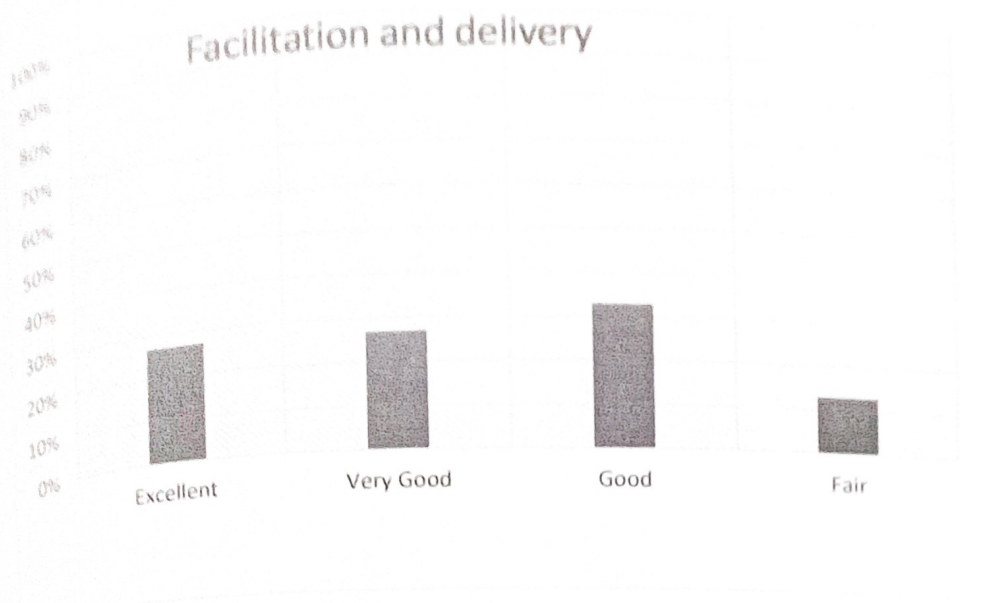
Figure 2: Extent to which participants' expectations were met



**Facilitation and Delivery**

Figure 3 shows participants' responses to the performance of the facilitator in terms of facilitation and delivery, development of practical skills and impartation of knowledge. Participants described the training as practical, interactive, very insightful, and successful.

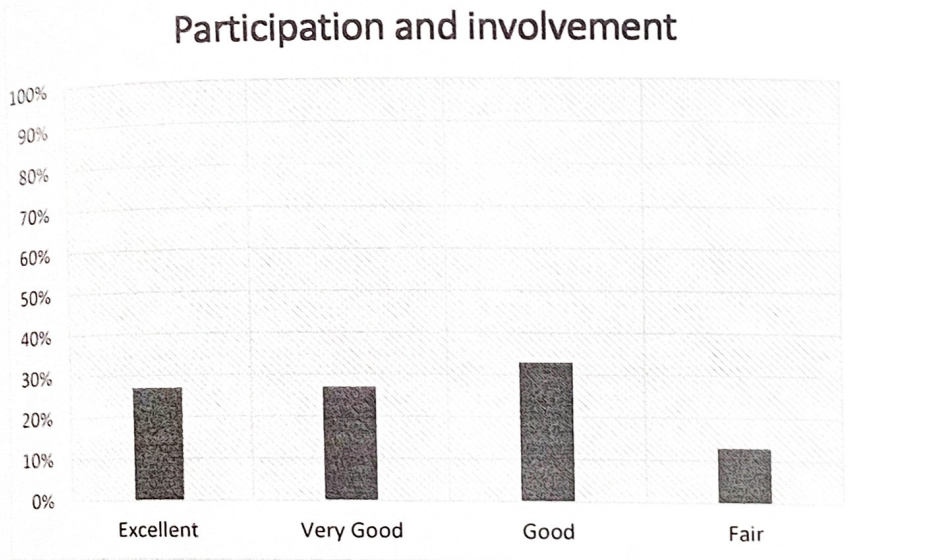
20% of the participants rated the facilitation and delivery of the workshop as excellent; 33% indicated it was very good; another 33% said it was good; whilst 13% indicated it was fair.



**Participation and Involvement of Participants**

27% of the participants rated the level of participation and involvement as excellent; another 27% said it was very good; 33% said it was good; whilst 13% said it was fair. **Figure 4** shows a pictorial view of responses on participation and involvement of participants.

**Figure 4: Participation and involvement of participants**



**1.9 RECOMMENDATIONS AND CONCLUSION**

**1.9.1 Recommendations**

We wish to recommend that:

1. The Heads of Departments and Units should form part of the target group.

2. Employees were encouraged to fill the Training Needs Assessments whenever it is prepared by the Human Resource Department.
3. Training programs of such nature improve the capacity and work performance of staff, the Assembly should increase the budget for capacity building to organise more of trainings periodically.
4. The number of the participants should increase to include other staff.
5. The participants should share the knowledge and the information they had acquired with colleagues and sub-ordinates who could not participate in the training workshop.

### 1.9.2 Conclusion

There was the general impression that the training program was successful and satisfactory as expressed by the participants, as indicated in the evaluation exercise.

### APPENDICES

S/N	NAME	DESIGNATION	SEX
1	Hon. Prosper K. Addo	MCE	M
2	Alhassan Hamza	MCD	M
3	Bright Akompim	HR (Lead Facilitator)	M
4	Deli Morgan	MIS (Supporting Fac.)	M
5	Margaret Donkor	Stenographer Grade II	F
6	Angela Quoa	Client Service Officer	F
7	Simal Rita	Snr. Executive Officer	F
8	James Odum	Snr. Executive Officer	M
9	Prosper Adri	Executive Officer	M
10	Francisca Mensah	Stenographer Grade II	F
11	Nkumene Suzy	Senior Typist	F
12	Ibrahim Zelia	Stenographer Grade II	F
13	Alexander Lartey	Messenger	M
14	Evelyn Badu	Storekeeper	F

*Appendix 1: List of Participants*



*Appendix II: Brief Remarks by the Hon. Municipal Chief Executive (MCE) during the training*

HON. PROSPER K. ADDO  
(MUN. CHIEF EXECUTIVE)

ALHASSAN HAMZA  
(MUN. COORDINATING DIRECTOR)