



MGA Consulting Ghana Limited  
...partnering to grow your business

# CAPACITY BUILDING PROPOSAL



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MGA CONSULTING GHANA LIMITED

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# CAPACITY BUILDING PROPOSAL

## INTRODUCTION

Organizational growth and employee success have been remarkably high over the years. The growing usage of innovative methods in commercial processes and the public sector has necessitated the addition of a second set of hands. Because of the increasing prevalence of efficient methods in the workplace and the shifting understanding of an employee's function, public sector training is needed. New employees especially, can seamlessly integrate into the organization thanks to practical training.

**MGA Consulting Ghana Limited (MGA Consulting)** is an accredited firm in good standing with the office of the Local Government Service. We thereby submit this proposal to your noble institution to undertake capacity-building programs for your staff. We seek to build knowledge and improve staff competencies to enable the service to achieve its mission of delivering value-for-money services through the mobilization, harmonization, and utilization of quality human capacity and material resources to promote local and national development.

## ABOUT MGA CONSULTING

MGA Consulting Ghana Limited (MGA Consulting) is a fast-growing Management Consultancy and Capacity Building firm in Ghana. MGA Consulting is focused on providing tailor-made solutions that combine deep industry knowledge and expertise with exceptional delivery of engagements in the areas of Business Strategy, Organizational Effectiveness, Sales and Marketing, Communication Skills, Finance, and Other operational solutions for peak performance.

We have always strived to bring a different perspective in consulting, business, and training to our partners as we continue to constructively challenge standard patterns of thought and provide clients with new solutions to manage disruption and transformation through mutual trust and sustainable value addition.

The importance of a well-trained and highly skilled customer-facing staff to a financial institution's success cannot be overemphasized. MGA Consulting seeks to build the capacities of your team to deliver impressive sales results for your business to thrive amid industry disturbances. Our capabilities are evidenced by the company's increasing track record in service delivery to reputable firms within the financial sector and other industries.

## OUR TRAININGS

We offer proven, practical, and targeted training programs to help diverse professionals achieve peak performance. Our training programs are designed to enable professionals to develop critical skills, strategies and self-awareness which will positively impact their performance and career progression. Our training content is periodically updated to suit specific industries and the current happenings in a business environment. Our training facilitators are experienced professionals who have made a mark in every industry in which he has worked. Our training programs are designed for all management levels personnel and officers to build the capacities of your team to deliver impressive sales results for your business to thrive amid industry disturbances. Our capabilities are evidenced by the company's increasing track record in service delivery to reputable firms within the financial sector and other industries.

## OUR TEAM OF EXPERTS

MGA Consulting uses a unique team of experts with rich industry experience and knowledge in Capacity Building, Business Development, Organizational Effectiveness, Leadership, Accounting, and Audit. Our experts are high-performing professionals with a minimum of ten (10) years of field experience in developing strategies for excellence and providing key support to enable firms to meet their revenue objectives.

### LEAD CONSULTANT

**Michael Abbiw** is the CEO and Lead Consultant at MGA Consulting Ghana Limited since 2013. With 18 years of professional experience cutting across capacity-building, strategy development, and management consulting, he has been responsible for developing and implementing various business strategies for revenue growth and organizational performance for diverse sectors of the Ghanaian Industry. Michael is a Professional Trainer, Chartered Marketer (CIM - UK) and has a Post Graduate Diploma in Marketing from Chartered Institute of Marketing - UK (2019), an MPhil in Business Administration.

Prior to his position at MGA Consulting, he held diverse managerial positions in various organizations. Michael trains over 2,000 professionals annually and provides leadership, human resource solutions, and general management support. He is known for his support for excellent leadership skills, talent development, change management, adaptability, and strategic thinking. Michael has worked with institutions such as the Ayawaso North Municipal Assembly, the National Petroleum Authority, and the Ghana Enterprises Agency.

## CONSULTANT

**Victor Danquah** is a transformational change agent and IT Consultant with the Institute of Organization Development in the US and the College for Community and Organization and Development (CCOD). He has 10 years of experience in transforming faith-based organizations, schools, businesses, youth groups, and non-governmental organizations (NGOs). He is also the lead consultant for Globi Jet Technology and currently works at the local government service as a Regional IT officer. Mr. Victor attended Catholic University College of Ghana, Sunyani Fiapre, where he attained his BSc in Computer Science.

His socio-creative analytical personality allows him to work with general management (planning and account), intricate technical detailing, and hands-on coding (Web development). He has attended a few workshops to enhance and broaden his knowledge base; these are some of the topics discussed at the workshop:

Training of business associations on how to advocate (BUSAC Fund II)-2011, First OD conference in Africa- 2013, Strategic planning for small Business,2014. Some of his interests include research on the field of studies and other related interests, organizing outreach programs, and sharing biblical knowledge with youth groups.

## CONSULTANT

**Portia Okrah** is a Human Resource Manager at Kintampo South District Assembly. She has 10 years of experience as a consultant with the Chartered Institute of Administrators & Management Consultants and was a Principal Executive officer at Nkoranza South Municipal Assembly.

She attained an MBA at Swiss Management Centre University, Switzerland, and has a Bachelor of Education (Management) from the University of Cape Coast. Portia has facilitated training for Heads of departments, Assembly members, Executive officers, secretaries to sub-committees, artisans, and others. Some training topics are Decentralization & Performance management, Occupational Health and safety, Customer relations and Time management.

## TECHNICAL PROPOSAL

### SCOPE OF PROJECT

MGA Consulting proposes to conduct a training session for the Selected Staff of your institution on the following topics:

- a. MGA ENHANCING Your Skills in MS Excel
- b. MGA EFFECTIVE® Clients Relations and Support Services
- c. MGA Strategic Revenue Mobilization
- d. MGA EFFECTIVE® Report and Minutes Writing
- e. MGA EFFECTIVE® Leadership and Time Management Skills

These training sessions will be delivered through proven, practical, and targeted methodology aimed at enhancing the Company's effort to build the capacity of its human resource for improved client relations and business growth.

### PROCESSES: IMPLEMENTATION PLAN

To achieve the objectives provided for this Capacity Building Program, MGA Consulting will engage the following work steps and milestones:

#### Training Curriculum Development

MGA Consulting will adopt a step-by-step process to create content to effect positive improvements in the design and execution of the training. We will offer complete instructional design services to meet the specific learning objectives of your staff. Our experienced learning designers will provide a systematic approach to map content to learning objectives, which will include developing a course objective and building the courses to achieve your strategic goals. Each learning objective will be met with assessment strategies, exercises, content, subject matter analysis, and interactive activities.

#### Training Design

People learn differently. We will design a training mode by integrating proven training methods, theory, practice, and adult learning principles. The training will be customized to protect your highest-value assets and complement your employee development efforts and culture. We will influence the success of your capacity development activities by clearly defining learning objectives and developing training that incorporates a variety of engaging approaches. We will look at all aspects of activities before developing a training program. Our deep and broad experience with organization design, process design, performance evaluation and technology contribute to our holistic training development philosophy. We will create a learner's journey that will motivate the staff to work in new ways and help your municipality achieve its goals more efficiently.

### Training Delivery

The focus of our delivery will be more of our participants' 'behaving differently' than 'knowing more'. It will be directed at building up participants' critical consciousness, examining one's values, attitudes and orientations on 'unfreezing' set notions and set patterns of behavior; and questioning, re-thinking and re-learning. We make use of the following methods to deliver our training:

- a. Lecture Presentation
- b. Role Plays
- c. Discussions/Discussion Boards
- d. Group Exercises
- e. Illustrations (Real Life Examples and Scenarios)
- f. Case Study Review and Analysis

### Training Deliverables

MGA Consulting in addition to our detailed design will develop key deliverables to support the training which will range from:

- a. Training Manuals and Interactive workbooks
- b. Case Study Scenarios
- c. Interactive Slides
- d. Training Timetable
- e. Training Certificate

### MATERIAL SUPPORT

MGA Consulting will during the various training programs discuss base monitoring and measurement tools to help in the execution of some of the key learnings. These tools will be made available to participants during and after the training program.

### PROPOSED TRAINING TOPICS

A two-day (2 -Days) training program for each Training Topic as follows:

**Option A****MGA ENHANCING YOUR SKILLS IN MS EXCEL****COURSE CONTENT**

The training aims to equip participants with the knowledge and skills needed to elevate proficiency and empower them with advanced techniques that will revolutionize the way you handle, analyze, and present data

**COURSE OBJECTIVES**

At the end of this training, participants will be able to:

- a. Customize the User Interface and Utilize Essential Features.
- b. Utilize Advanced Filtering Techniques
- c. Develop Proficiency in Using Advanced Formulas and Functions, including VLOOKUP, HLOOKUP, and INDEX, MATCH.
- d. Effectively Create and Modify Pivot Tables.
- e. Explore the Power of Data Validation and Conditional Formatting.
- f. Import Data from External Sources.
- g. Learn to Manage and Analyze Data Effectively Using Excel Tables.
- h. Enhance their Graphical Representation Skills Using Advanced Charting Options.

**WHO SHOULD ATTEND?**

This program is specially designed for the Budget and Rating Unit (Department of a Metro), Finance Department, Internal Audit Unit, and Works Department of your institution.

**Option B****MGA EFFECTIVE® CLIENTS RELATIONS AND SUPPORT SERVICES****COURSE CONTENT**

This training program aims to assist participants in developing skills and provide techniques to enhance customer service. The program will also cover the foundation of customer service, how to deliver a good user experience, and how to build a positive mindset at work.

**COURSE OBJECTIVES**

At the end of this training, participants will be able to:

- a. Understand the Foundations of Customer Service.
- b. Identify and Understand the Benefits of Delivering a Good Customer Experience.
- c. Understand and Classify Who their Users Are.
- d. Adapt to Different Client Behaviour Styles in Delivering Value.
- e. Engage Clients to Make their Experience Delightful.
- f. Develop the Capacity to Deal with Difficult Customers.
- g. Demonstrate Professionalism in Communicating (Listening and displaying Empathy).
- h. Build a Positive Mindset towards Work.

**WHO SHOULD ATTEND?**

This program is specially designed for the Client Service Unit, Front Desk Staff, Physical Planning dept., Department of Social Welfare & Community Development, Revenue Mobilization Unit, and Environmental Health Unit.

**Option C****MGA STRATEGIC REVENUE MOBILIZATION****COURSE CONTENT**

The training aims to equip participants with the knowledge and skills needed to understand revenue mobilization in local governments, emphasizing effective strategies and responsible investment practices to promote sustainable development and community well-being.

**COURSE OBJECTIVES**

At the end of this training, participants will be able to:

- a. Understand the Fundamentals and Importance of Revenue Mobilization.
- b. Comprehend the Responsibilities of Stakeholders in Revenue Mobilization
- c. Develop Revenue Mobilization Strategy.
- d. Leverage Technology for Revenue Collection
- e. Optimize Grant and Subsidy Utilization.
- f. Adopt Best Practices in Revenue Management
- g. Prioritize and Plan for Strategic Investments.
- h. Implement Monitoring and Evaluation Mechanisms

**WHO SHOULD ATTEND?**

This program is specially designed for staff of the Revenue Mobilization Unit, Budget Unit, Accounts Department, Physical Planning, Environmental Works.

**Option D****MGA EFFECTIVE® REPORT AND MINUTES WRITING****COURSE CONTENT**

As valuable as minutes and reporting can be, this training program aims to equip its participants on skills needed to take better and more attentive notes during a meeting, helping them to differentiate between what is significant and what is ultimately irrelevant. Participants will also learn how to write informative and effective reports that are compelling, persuasive, and easily understood.

**COURSE OBJECTIVES**

At the end of this training, participants will be able to:

- a. Comprehend the Importance of a Good Report and Minutes
- b. Master The Fundamentals of Good Writing Skills.
- c. Understand The Different Types of Report Formats and When, Why, And How They Should Be Used.
- d. Effectively Prepare for Meetings with A Fault Free Meeting Checklist
- e. Convey Message Effectively and Professionally
- f. Produce Clear, Hierarchical, And Logical Structures for Reporting
- g. Adopt Techniques to Effectively Manage a Meeting.
- h. Adopt Best Practices in Drafting Reports and Minutes.

**WHO SHOULD ATTEND?**

This program is specially designed for Executive Officers, Secretarial Staff and all Secretaries to Sub-Committees of your institution.

**Option E****MGA EFFECTIVE® LEADERSHIP AND TIME MANAGEMENT SKILLS****COURSE CONTENT**

The MGA EFFECTIVE® Leadership training will enlighten participants with knowledge about creating a productive, engaged, and high-performing work environment which influences the culture, morale, and overall success of organizations, making it a critical factor in achieving long-term growth and sustainability.

**COURSE OBJECTIVES**

At the end of this training, participants will be able to:

- a. Identify Diverse Leadership Styles and Comprehend the Principles of Leadership.
- b. Apply Emotional Intelligence in Leadership
- c. Understand the Principles of Effective Time Management.
- d. Implement Tools and Techniques for Efficient Task Organization.
- e. Improve their Communication Skills and Build Trust with Subordinates
- f. Effectively Manage Conflicts
- g. Monitor and Evaluate Performance
- h. Build and Motivate Team(s) for Optimum Performance

**WHO SHOULD ATTEND?**

This program is specially designed for all District/Municipal Chief Executives, District/Municipal Co-ordinating Director, and Heads of Units/Departments of your institution.

## POST-TRAINING EVALUATION

Following the request to conduct a post-training evaluation, we are committed to ensuring that our training programs are effective and impactful to derive the needed attitudinal change. We strongly recommend the evaluation be conducted at the end of every training session.

Our Post-Training Evaluation is a valuable tool we have adopted to measure the effectiveness of the training workshops we provide. They help our clients to identify areas where participants have made significant improvements, especially towards work. Additionally, the Post-Training Evaluations enable us to gather feedback from participants, which is used to adjust future training programs.

The Post-Training Evaluation will be conducted in four (4) stages.

### Immediate Post-Training Assessment (PTA)

The Immediate Post-Training Assessment is the first stage of our evaluation process. An online questionnaire will be adopted as an effective way to gauge the effectiveness of our training programs. The online questionnaire will include a variety of questions that assess the participant's understanding of our training material and their ability to apply it in the workplace. Additionally, the questionnaire will include open-ended questions that will allow participants to provide feedback on the overall training experience. This will provide valuable insights into the areas of the training that were most effective and areas that need improvement.

### Post-Training Knowledge Agreement (PTKA)

At this stage, participants will be allowed to express their understanding of the training and its impact on their personal and professional life. It also serves as a commitment for them and their supervisors to implement the changes in their work practices to utilize the training fully.

The Training Knowledge Agreement will be distributed to participants at the end of the training program. The agreement will include a section for participants to state five (5) key learnings each they seek to adopt to improve their personal and professional lives. Participants will sign at the end of the agreement to adhere to the learnings they plan on implementing. Immediate supervisors of each participant will also be made to endorse, and the agreement will serve as an Action Plan Sheet for both the participant and their supervisors.

The Team Heads, the HR, the Participant, and the Consultant will have copies of the agreement.

### Monitoring of Action Plan Sheet

The participants' supervisors will play an important role at this stage. The supervisors will ensure that the Training Knowledge Agreement is being implemented effectively:

- a. **Review the Agreements:** Supervisors (with assistance from MGA Consulting if needed) will review the agreements submitted by participants to ensure that they have been completed accurately and that the feedback provided is relevant and actionable.
- b. **Provide Guidance:** Supervisors will provide guidance to the participants on how to implement the changes outlined in their agreements. This may include providing additional resources or training to support the implementation of the changes.
- c. **Monitor and Track Progress:** Supervisors will monitor and track the progress of the participants in implementing the changes outlined in their agreements to ensure that the knowledge acquired is effectively being transferred as agreed. They will provide feedback and support to the participants as needed to help them achieve their goals.

By supervising the participants on their Training Knowledge Agreement, supervisors will be able to measure the impact the training is having on the organization. We recommend that the action plan monitoring takes place throughout the entire year.

### Quarterly Review

This is the last stage of the Post-Training Assessment. Conducting quarterly reviews of the Post-Training Evaluation will ensure that the training program is meeting/has met the needs of the client. The review process will include the following steps:

- a. **Collection of Data:** At every step, we will gather data from participants, and supervisors through an online questionnaire, and interaction. The questionnaire will be in two different forms: one to be completed by supervisors to collaborate with the review of the participants and the other by participants. The questionnaire and interactions will probe how work and personal life have been transformed after the training. The participant's performance will also be assessed and challenges participants may be encountering which may inhibit their knowledge transfer.
- b. **Analysis of Data and Reporting:** We will analyze the data collected and develop reports on feedback and observations gathered. The report will contain recommendations on strategies to aid in the continuous improvement of participants. In situations where analysis shows a retarded improvement of a participant, the measure will be recommended on the needed action to be taken. The report will be presented to management for review.

We recommend the quarterly review to occur three (3) times a year:

- a. First Quarter Review.
- b. Half Year Review.
- c. End of Year Review.

This is to ensure the effective transfer of knowledge, but clients are at liberty to decide how often the process should occur. They will have the opportunity to decide on the terms of how the review should also be conducted.

## POST-REVIEW TRAINING

A capacity-building training program will be conducted after the reviews. The training program will take comments and reviews gathered and incorporate them into the training manual. The manual will also be altered to address challenges that participants encountered in their process of change as well as new strategies they can adopt. This training will reaffirm the initial training to ensure the training knowledge transfer is completed.

## METHODOLOGY

**01**

### Training Structure

Our In-House training is cost effective, highly impactful, flexible, and provides the opportunity for team building.

### Delivery

We provide both a relevant context for training as well as an excellent training manual for reference.

**02****03**

### Individual Action Plan

The participant develop an action plan for immediate implementation or execution of the skills acquired at the end of each training.

### Follow-Up & Coaching Support

MGA provides coaching and follow-up support to monitor performance and provides guidance to enhance productivity and profitability.

**04**

## RESEARCH SERVICES

MGA Consulting also provides research services in the areas below.

### Strategic Plans

MGA Consulting provides professional and independent production of strategies, implementation, and evaluation of the impact of said strategies based on the institution's objectives. We focus on integrating various departments' roles and conditioning them to achieve the institution's goals. MGA Consulting's well-written strategic plans are guaranteed to cause a pivotal change in the institution's growth and success as they tactically enumerate how management and staff should best respond to opportunities and challenges.

### Business Continuity Plans

Every small or large institution strives to remain competitive. The incident of COVID-19 has proven the significance of a Business Continuity Plan. Business Continuity Plans outline procedures and instructions an institution must follow in the face of unprecedented occurrences, including disasters (fire, flood, or cyberattack) that disrupt normal business processes. We support institutions in developing Business Continuity Plans tailored to their business operations.

### HR Manual Development

We recognize the critical role of effective Human Resources (HR) practices in creating a thriving and successful institution. We offer a specialized service: HR Manual Development to support institutions in establishing comprehensive and streamlined HR processes. This service aims to develop a tailored HR manual that aligns with values, policies, and legal requirements, providing a valuable resource for HR professionals and employees.

### Condition of Service

Well-defined and comprehensive conditions of service create a positive work environment, attracting top talent and ensuring employee satisfaction. To support organizations in establishing fair, transparent, and employee-centric policies, we offer a specialized service: Conditions of Service Development. This service aims to develop customized and legally compliant conditions of service that align with the institution's values, culture, and strategic goals.

### Skills Audit

The capabilities and competencies of an institution's workforce are key to drive success and growth. To help institutions harness the full potential of their employees, we offer a comprehensive Skills Audit and Analysis service. This service aims to provide institutions with an in-depth assessment of their employees' skills, identify skill gaps, and develop targeted talent development and optimization strategies.

### Implementation Plan

Successful strategy implementation is essential for institutions to achieve their desired outcomes and realize their strategic goals. Our Implementation Plan Consulting Services are designed to support institutions in translating strategic plans into actionable initiatives, ensuring effective execution and measurable results. With our experienced consultants and proven methodologies, we provide the expertise and guidance needed to develop comprehensive implementation plans that drive institutional success.

### Strategic Turnaround Plan

Successful strategy implementation is essential for institutions to achieve their desired outcomes and realize their strategic goals. Our Implementation Plan Consulting Services are designed to support institutions in translating strategic plans into actionable initiatives, ensuring effective execution and measurable results. With our experienced consultants and proven methodologies, we provide the expertise and guidance needed to develop comprehensive implementation plans that drive institutional success.

### Implementation Plan

Sometimes, institutions face challenging situations that require a strategic turnaround to revitalize performance and regain competitiveness. We offer a specialized service to support institutions in navigating these critical moments: Strategic Turnaround Plan. This service aims to develop a comprehensive and actionable plan to reverse declining performance, restore financial stability, and set the foundation for sustainable growth.

## WHY CHOOSE MGA PROGRAMS



### Our Programs

All our programs are developed by high performing professionals who respond to the needs of the market.



### Our Participants

Our participants have always rated us above 90% in all our training programs. They also integrate the skills acquired into their day to day lives immediately.



### Our Facilitators

Our facilitators are industry trained and with a minimum of ten (10) years of professional experience.

## CONCLUSION

Effective and empowered staff have proven to be a combined force to be reckoned with as they are a great means of efficiency for businesses. We hereby seek an opportunity to partner with your institution to build the capacity of your staff to effectively execute your objectives for success and increase productivity. We believe this would help contribute to the development of the nation.

## OUR PARTNERS



## OUR CONTACT

### OUR CONTACT

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