



**THE UNITED REPUBLIC OF TANZANIA**  
**INSTITUTE OF ACCOUNTANCY ARUSHA**



**SHORT COURSE ANNOUNCEMENT**  
**ON**  
**MANAGEMENT AND ADMINISTRATIVE SKILLS FOR OFFICE**  
**ADMINISTRATORS/ASSISTANTS**

**(19<sup>th</sup> – 28<sup>th</sup> February 2019 - IAA Arusha Campus, Arusha)**

**1.0 COURSE BACKGROUND**

In today's competitive business environment, Government and non-governmental organizations are increasingly making effort to build and retain quality employees. Executives are involved in the War for Talents that allow Institutions to create Institutional excellence and continuously improve its bottom line. This course is dedicated to personal growth and professional development where participants will build competencies necessary to be successful and adding value in their day to day activities within the administrative arena.

**2.0 STATEMENT OF LEARNING OUTCOMES**

At the end of the course, participants will be able to:

- a) Apply key principles of Office Management and Leadership
- b) Provide expert assistance and coordination in the preparation and administering of the office's work programmes
- c) Apply necessary moral principles governing the conduct of a person in an organization
- d) Organize and administer organizational meetings, events, conferences and business travels
- e) Deals with difficult people and customer care
- f) Understand and apply necessary professional competencies for Office Assistants
- g) Apply new techniques to link Institutional success and effective Human resources management
- h) Build high trust work relationship
- i) Communicate effectively and prepare professional reports and
- j) Design a conflict management system and resolution strategies

**3.0 WHO SHOULD ATTEND?**

The course is intended for Office administrators, Office managers, Private Secretaries, Personal secretaries, Principal/Personal/Administrative Assistants.

#### **4.0 METHODOLOGY**

The course will be conducted through lectures, discussions, case studies analysis. Participants will be offered an opportunity to refocus, refresh and rededicate.

#### **5.0 FEES & MODE OF PAYMENT:**

The fee for the course is **TZS 1,500,000/=** (say **One Million Five Hundred Thousand only**) to cover for training material, tea, lunch and one day trip to one of the National Park in Arusha. Participants will have to arrange for their own travel, accommodation and upkeep while attending the course in Arusha. Payment may be in cash, cheques or TISS paid directly to our **Bank Account No. 014103007130 in the name of Institute of Accountancy Arusha, NBC, Arusha Branch. Early registration is highly encouraged and appreciated.**

#### **6.0 DATE, DURATION AND VENUE:**

This course will be conducted from **19<sup>th</sup> to 28<sup>th</sup> February, 2019 (10 working days)** at the Institute of Accountancy Arusha, located at Njiro Hill-Arusha.

#### **7.0 CONTACT PERSONS**

For more details please don't hesitate to contact any of the following:

##### **Course Director**

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##### **Head of Department – Consultancy & Executive Development**

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##### **Course Administrator**

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#### **APPLY TO:**

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