



THE UNITED REPUBLIC OF TANZANIA  
INSTITUTE OF ACCOUNTANCY ARUSHA



**SHORT COURSE ANNOUNCEMENT  
ON  
MANAGERIAL SKILLS FOR OFFICE ADMINISTRATORS &  
EXECUTIVE ASSISTANTS**

(20<sup>th</sup> – 31<sup>st</sup> August, 2018 - IAA Arusha Campus, Arusha)

**1.0 Course Background**

The exceptional administrative professional serves as the backbone of the organization and helps create perfect, efficient and exceptional success for the leader and the entire team. The role of the Administrator is changing and getting more demanding. Important responsibilities once reserved for managers, are now gradually assigned to competent secretaries, administrative assistants and office managers who are focused, open-minded and tactful team players, hence the need to advance rise.

**2.0 Course Objective**

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

- (i) Learn how to develop a strategic business partnership with your executive
- (ii) Manage changing roles and responsibilities whether working with bosses, peers, team members or customers
- (iii) Meet dynamic work expectations by expanding your proactive capabilities
- (iv) Clearly and confidently communicate and negotiate to manage conflicts and achieve results
- (v) Apply emotional intelligence and effective listening practices to your job
- (vi) Use strategic diplomacy to handle office politics, difficult people and demanding situations
- (vii) Learn how to quickly plan and manage multiple projects using a timeline
- (viii) Become an indispensable star administrator
- (ix) Learn how to use modern ICT tools to handle office duties

**3.0 Course Content**

This course will cover the following areas:

- (a) Understanding the Organizational Structure
- (b) Understanding the Role of an Office Administrator
- (c) Understanding the basis of Decision Making and Problem Solving
- (d) Understanding the basis of Project Management
- (e) Filling and Managing Administrative Systems
- (f) Effective Communications, Public Relations techniques
- (g) Basis of Diplomacy and Protocol
- (h) The role of ICT in your daily activities

#### **4.0 Methodology**

Although the course takes place in a class room but the training method is dynamic with a focus on skills practice. The course will be conducted through lectures, discussions and case studies analysis. Participants will be offered an opportunity to refocus, refresh and rededicate. Participants will be given an opportunity to explore more about the role of ICT in their daily activities and how to use its tools for better performance.

#### **5.0 Target Group**

This course is intended for Senior Administrative Professionals /Senior Secretaries/Executive Assistants and PS's/Office managers/Project Administrators/Project support officers/Project Assistants/Communications / Public Relations Officers/Administrative support staff who need to expand their management skills/Anyone who is responsible for coordinating, managing or being an effective member of an office team.

#### **6.0 Fees & Mode of Payment**

The fee for the course is **TZS 2,500,000/=** (Two Million Five Hundred Thousand only) per participant to cover for tuition fee, training materials, tea/coffee and lunch. **A 10% discount will be offered to a sponsor sponsoring 5 participants and above and paying 10 days before the course start.** 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.**

#### **7.0 Date, Duration and Venue:**

This course will be conducted from **20<sup>th</sup> – 31<sup>st</sup> August, 2018 (14 days)** at the Institute of Accountancy Arusha, located at Njiro Hill-Arusha.

#### **8.0 Contact Persons**

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

Mr. Stanley G. Chibelenje (Course Director)

E-Mail: [schibelenje@iaa.ac.tz](mailto:schibelenje@iaa.ac.tz) and [schibelenje@gmail.com](mailto:schibelenje@gmail.com); Mob: +255 762 691 247/ +255 620 492 657

Ms. Pamela Chogo (Head of Department - Consultancy & Executive Development)

E-Mail: [pchogo@iaa.ac.tz](mailto:pchogo@iaa.ac.tz) and [pamsekela@gmail.com](mailto:pamsekela@gmail.com); Mob: +255 655 611 512/ +255 759 334 659

Ms. Caroline Lucumay - Administrative Secretary

E-mail: [clucumay@iaa.ac.tz](mailto:clucumay@iaa.ac.tz) and [lucumayc@gmail.com](mailto:lucumayc@gmail.com) Mob: +255 782 993077/+255 754 023059

#### **APPLY TO:**

The Rector

Institute of Accountancy Arusha

P.O. Box 2798, Njiro Hill, **ARUSHA**

E-Mail: [iaa@iaa.ac.tz](mailto:iaa@iaa.ac.tz)

Tel: + 255- 27 – 2549605/2549606/2549264/2549265

Fax: + 255 – 27 2549421