



# THE UNITED REPUBLIC OF TANZANIA

## INSTITUTE OF ACCOUNTANCY ARUSHA



### SHORT COURSE ANNOUNCEMENT ON SOFT SKILLS FOR ICT PROFESSIONALS

(11<sup>th</sup> - 15<sup>th</sup> March 2019 - IAA Arusha Campus, Arusha)

#### 1.0 COURSE BACKGROUND

Strong technical skills are essential for any ICT position. However, ICT employees also need soft skills, sometimes known as interpersonal skills. IT professionals need to be able to interact successfully with customers and vendors, colleagues and managers, to manage departments, and to convey their ideas to others. Many ICT professionals face a lot of challenges in the working environment because they lack soft skills. This course is designed to enable them acquire the missing knowledge and make them better team players.

#### 2.0 LEARNING OUTCOMES

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

- Develop Communication skills
- Problem Solving Skills
- Team work
- Self-awareness
- Negotiation skills
- Presentation skills
- Customer service skills

#### 3.0 TARGET PARTICIPANTS

The course is open to any technical personnel in the fields of ICT such as Computer Science, Information Technology computer engineering, Telecommunication etc.

#### 4.0 METHODOLOGY

The course will be delivered through lectures, discussions and case studies analysis.

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

The fee for the course is **TZS 950,000/=** (say **Nine Hundred and Fifty Thousand only**) to cover for training material, tea and lunch 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 **11<sup>th</sup> – 15<sup>th</sup> March 2019** 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 & Head of Department – Consultancy & Executive Development**

Pamela Chogo                      E-mail: [pchogo@iaa.ac.tz](mailto:pchogo@iaa.ac.tz) and [pamsekela@gmail.com](mailto:pamsekela@gmail.com)  
Cell phone +255 655 611512 and +255759334659

### **Course Administrator**

Ms. Caroline Lucumay    E-Mail: [clucumay@iaa.ac.tz](mailto:clucumay@iaa.ac.tz) and [lucumayc@gmail.com](mailto:lucumayc@gmail.com)  
Cell phone: +255 782 993 077 and +255 652 379 888

## **APPLY TO:**

The Rector  
Institute of Accountancy Arusha  
P.O. BOX 2798  
**Arusha.**

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

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

**Fax: + 255 – 27 2549421**