



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



SHORT COURSE ANNOUNCEMENT

**MODERN TECHNIQUES FOR OFFICE MANAGEMENT ASSISTANTS AND
PERSONAL ASSISTANTS**

1.0 INTRODUCTION

This course is designed to provide Modern Techniques for Office Management Assistants and Personal Assistants (PAs) of modern offices with skills focusing on improving their performance appraisal scores and improve them sufficiently to move their job to next level. This course will also provide a better understanding of the office challenges facing Executive Assistants and the best practice in handling it in competitive world. The participants will acquire some administrative and management skills that enable them to perform their duties effectively and efficiently.

2.0 COURSE OBJECTIVES

At the end of this programme participant will be able to understand the following

- (i) Organization Structure and Culture;
- (ii) Office function;
- (iii) Confidentiality;
- (iv) Boss and subordinate relationship;
- (v) Administering meeting;
- (vi) Minutes taking;
- (vii) Emails for Office Communication;
- (viii) Effective Communication;
- (ix) Telephone handling;
- (x) Mail Merge and function;
- (xi) Effective Customer care; and
- (xii) Report writing.

3.0 WHO SHOULD ATTEND

This short course is intended for Office Supervisor, Personal Assistant, Personal Secretaries, Office Management Assistants and Receptionist.

4.0 METHODOLOGY

The course will be conducted through lectures, discussions, case studies analysis and practical /hands-on best practice on Office Management assignment to improve their productivity.

5.0 COURSE FEES

The fees for the course in **TZS 900,000/= (Nine hundred thousand only)** to cover for course materials Lunch and tea/coffee. Payments may be made through cheques, TIS or bankers draft addressed to the Rector, Institute of Accountancy Arusha or directly to our Bank Account Number **014103007130 NBC, Arusha Branch.**

6.0 DATES AND VENUE

The course will be conducted for a week from **09 – 13 July, 2018** at the Institute of Accountancy Arusha – Njiro Hill.

7.0 CONTACT PERSONS

For more details you may contact the following:

Course Director

Ms. Lilian Minja E-mail: iminja@iaa.ac.tz and Liliannkya2@gmail.com
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Course Administrator

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NB: *Early confirmation and registration is highly encouraged and appreciated.*

APPLY TO:

The Rector
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