



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



**SHORT COURSE ANNOUNCEMENT**  
**ON**  
**MANAGEMENT DEVELOPMENT SKILLS FOR PERSONAL**  
**ASSISTANTS AND SECRETARIES**

**(23<sup>rd</sup> – 28<sup>th</sup> September 2019 - IAA Arusha Campus, Arusha)**

**1.0 COURSE BACKGROUND**

Today's Modern Organization intends to improve the quality of services towards their customers and motivates staff to aim higher goals for greater performance. Private and Government Organization are invited to attend this course in order to increase productivity and efficiency in the work place. The Institute of Accountancy Arusha has the competent staff in related to those areas where your staff will acquire a modernized skills and coup with technology environment.

**2.0 COURSE OBJECTIVES**

At the end of the programme, participants will be able to understand:

- a) PA and Human Relations
- b) The Secretary and Executive
- c) Public Speaking
- d) Effective Communication Skills
- e) Time Management
- f) Delegation
- g) How to Handle Complaints
- h) How to manage Stress
- i) E-Office

**3.0 TARGET PARTICIPANTS**

This short course is intended for Office Administrators, Personal Assistants (PAs), Office Management Assistant, Administrative Assistant and other members of staff who wish to participate.

**4.0 TEACHING METHODOLOGY**

Teaching methodology will include: lectures, case studies, group discussions and presentations

**5.0 FEES & MODE OF PAYMENT:**

The fee for the course is **TZS 1,000,000/=** (say **One Million only**) per participant to cover for training material, tea/coffee and lunch. Payment in cash is not allowed, only 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 **23<sup>rd</sup> to 28<sup>th</sup> September 2019 (6 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**

Ms. Lilian Minja            E-mail: [iminja@iaa.ac.tz](mailto:iminja@iaa.ac.tz) and [Lilysta19@yahoo.com](mailto:Lilysta19@yahoo.com)  
Cell phone: 0713214513 and 0767214513

**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

**NB:    *Early confirmation is highly appreciated.***

**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