



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



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

**(03<sup>rd</sup> – 08<sup>th</sup> June 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 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 **03<sup>rd</sup> to 08<sup>th</sup> June 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)  
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**Head of Department – Consultancy & Executive Development**

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**Course Administrator**

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

**APPLY TO:**

The Rector  
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