



# NATIONAL INSTITUTE FOR PRODUCTIVITY

## MODERN SECRETARY COURSE



### Course Objective

To furnish participants with modern secretarial skills which will enable them to handle their responsibilities more confidently.

### Target Participants

Office Managers, Office Administrators, Secretaries.

### Key Topics

Introduction to secretarial functions; Qualities of a modern secretary; Creating positive attitude towards secretarial profession; Being a good communicator; Managing time; Creating and maintaining good relationship with customers; Presentation skills; Managing stress and frustration; Managing change.

### Learning Outcome

At the end of this course, participants are expected to be able to manage various work dynamics and create positive relationships with customers.



### Training Methodology

A combination of class-room lectures, hands-on-practice sessions, video shows, case studies, work groups assignments and presentations.

### Medium of Instruction

English

### Venue

Morogoro – Tushikamane Centre

### Duration

1 week

### Fee and Mode of Payment

The fee: Tshs. **875,000/=** must be PAID IN ADVANCE to National Institute for Productivity through CRDB Bank, Account Number 01J1042999200, Tower Branch; otherwise the nominee will not be allowed to join the course.

### Dates

Group	Start	Finish
One	02 December, 2019	06 December, 2019
Two	01 June, 2020	05 June, 2020

### Note:

Please take note that hotel accommodation, meals, travel and out of pocket expenses will be borne by the sponsoring organization. The fee covers only tuition, courseware and light refreshments during morning breaks and administrative expenses. Contact NIP office before reporting to the training venue.



### Our Contacts

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