



NATIONAL INSTITUTE FOR PRODUCTIVITY

OFFICE MANAGEMENT AND ADMINISTRATION STAGE I



Course Objective

To impart participants with modern office management and administration skills which will enable them to discharge their responsibilities as managers and administrators in their offices.

Target Participants

Office Supervisors, Office Management Secretaries, Personal Secretaries, Office Management Assistants, Office Administrators, Registry Supervisors.

Key Topics

Organisation structure; Office functions; Office accommodation and layout; Making travel arrangements; Boss-subordinate relationship; Administering meetings; Minutes taking; Productivity and efficiency; Office furniture and equipment; Time management; Telephone handling; Effective communication; Security in offices; Registry functions; Introducing and managing change; Effective customer care; Report writing; Employment and Labour Relations Act (No. 6 of 2004) and Public Service Act (2002); Workers' health (HIV/AIDS, Blood Pressure, Diabetes).

Learning Outcome

At the end of this course participants are expected to improve their office administration and management skills.

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

Dates

Group	Start	Finish
One	12 August, 2019	30 August, 2019
Two	09 March, 2020	27 March, 2020

Venue

Morogoro – Tushikamane Centre

Duration

3 weeks

Fee and Mode of Payment

The fee: Tshs. **1,110,000/=** 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.

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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