ADMINISTRATION · SHORT COURSE

Effective Office Management and Administration

Strengthen the everyday systems and skills that keep an office running well.

DATES	18–22 Jan 2027	DURATION	5-day course
COURSE FEE	TZS 1,200,000 · per participant	VAT	Fee excludes VAT
VENUE	Arusha, Tanzania	DAILY HOURS	8:30 AM – 4:30 PM
FEE INCLUDES	Course materials, lunch and refreshments	CERTIFICATE	Certificate of attendance
TRAINER	Elly International training team	APPLICATIONS	Open for applications

Overview

The Effective Office Management and Administration short course is designed to equip participants with the essential skills and knowledge required to efficiently manage office operations and administrative functions. This comprehensive program covers a range of topics, from effective communication and time management to project coordination and strategic decision-making, enabling participants to enhance their productivity, organize their work environment, and contribute to the overall success of their organization.

Rationale

Effective office management and administration are crucial for the smooth running of any organization. This course aims to address the growing demand for professionals who can manage the diverse responsibilities associated with office operations, such as coordinating workflows, optimizing administrative processes, and providing administrative support to leadership teams. By acquiring these skills, participants will be better equipped to streamline office activities, improve organizational efficiency, and contribute to the overall productivity and success of their workplace.

Objectives

By the end of this short course, participants will be able to:

1. Develop effective communication strategies to enhance collaboration and information-sharing within the office environment.

2. Implement efficient time management techniques to prioritize tasks, minimize distractions, and improve personal and team productivity.

3. Utilize various office management tools and technologies to streamline administrative processes and improve record-keeping.

4. Coordinate and oversee office projects, events, and administrative functions to ensure timely and successful completion.

5. Apply principles of strategic decision-making to identify and address office-related challenges, optimize resource allocation, and contribute to the overall decision-making processes.

6. Demonstrate a comprehensive understanding of office management best practices and their practical application in the workplace.

Course content

1. Effective Communication in the Office
   - Active listening and interpersonal skills
   - Written communication (emails, reports, memos)
   - Telephone and video conferencing etiquette
   - Conflict resolution and negotiation techniques
2. Time Management and Productivity
   - Prioritization and task management
   - Scheduling and calendar management
   - Meeting coordination and minute-taking
   - Strategies for minimizing distractions and increasing focus
3. Office Management Tools and Technologies
   - Proficiency in office software (word processing, spreadsheets, presentations)
   - Document management and file organization
   - Database management and record-keeping
   - Cloud-based collaboration and communication platforms
4. Administrative Project Coordination
   - Event planning and logistics management
   - Travel arrangements and expense reporting
   - Office supply procurement and inventory control
   - Workflow optimization and process improvement
5. Strategic Decision-Making and Problem-Solving
   - Analytical and critical thinking skills
   - Data analysis and reporting for informed decision-making
   - Risk assessment and mitigation strategies
   - Adaptability and change management

Who should attend

This short course is designed for:

- Administrative assistants and office coordinators
- Executive assistants and personal assistants
- Office managers and supervisors
- New or aspiring office professionals seeking to enhance their skills
- Individuals transitioning into office management and administrative roles
- Small business owners and entrepreneurs who manage their own office operations

How to apply

Apply online at ellyinternational.co.tz. Your place is confirmed only after we review your application and contact you, within 1 working day.

Apply for this course | **Ask on WhatsApp** | **Email us**

+255 757 066 880 · training@ellyinternational.co.tz · Boma Road, Arusha, Tanzania · P.O. Box 13424
Details correct as of 28 November 2026.