

SECRETARIAL, ADMINISTRATION AND CUSTOMER CARE

Successful Secretaries and Administrative Professionals are those that competitively match today's market demands. More than merely an extra pair of hands, they are entrusted with the enormous responsibility of managing the daily operations of the office when top leadership isn't available. The programs in this bar are designed to define the secretary or administrator an organization desires.

DATES

05 – 16 Jan. 2026
02 – 13 Feb. 2026
02 – 13 Mar. 2026
08 – 26 Jun. 2026
06 – 17 July. 2026

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04 – 15 May. 2026
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13 – 24 Jul. 2026
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10 – 21 Aug. 2026
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VENUE

Mombasa – Kenya
Kampala – Uganda
Nairobi – Kenya
Arusha – Tanzania
Port Louis – Mauritius

Kampala – Uganda
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Arusha – Tanzania
Dar-es-Salaam – Tanzania
Nairobi – Kenya

Mombasa – Kenya
Dubai – U.A.E
Dar-es-Salaam – Tanzania
Arusha – Tanzania
Johannesburg – S.Africa

Mombasa – Kenya
Durban – South Africa
Nairobi – Kenya
Arusha – Tanzania
Kampala – Uganda

COURSE NAME

Best Practices in Administration and Office Management

Efficient Administration and Organizational Skills

Practical Project Management Skills for Administrative Professionals

Supervisory Skills for Administrative professionals and Personal Assistants

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COURSE NAME

Skills Enhancement Program for the Executive Secretaries and Administrative Professionals

Strategic Customer service, Communication and Conflict Resolution Skills

Workplace Cohesion and Team building Skills

Strategic Communication Skills, Emotional Intelligence and Personal Branding for Executive Administrative Professionals

Office Performance Enhancement, Report and Minute writing skills

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COURSE NAME

Effective Customer Care,
Planning and Management
Skills

Protocol, Diplomacy and
International Relations Skills

Mastering the Art of Customer
Care and Improving
Interpersonal Skills

Transforming Customer
Experiences for the Public
Sector/ Corporate Office

Improving Internal Relations,
Customer Care and Problem-
solving Skills.

Positive Work Ethics, Team
Cohesion and Conflict
Resolution Skills

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06 – 24 Apr. 2026 04 – 15 May. 2026 01 – 12 Jun. 2026 13 – 24 Jul. 2026 03 – 21 Aug. 2026	Kampala – Uganda Mombasa – Kenya Arusha – Tanzania Johannesburg - S.Africa Nairobi – Kenya	The Power of Empathy, Time and Stress Management
10 – 21 Aug. 2026 07 – 18 Sept. 2026 05 – 16 Oct. 2026 09 – 20 Nov. 2026 07 – 18 Dec. 2026	Mombasa – Kenya Dubai – U.A.E Durban – South Africa Arusha – Tanzania Nairobi – Kenya	Diplomacy, Office Etiquette and Protocol for Administrative Professionals
05 – 16 Jan. 2026 02 – 13 Feb. 2026 02 – 13 Mar. 2026 08 – 26 Jun. 2026 06 – 17 July. 2026	Mombasa – Kenya Kampala – Uganda Nairobi – Kenya Arusha – Tanzania Port Louis – Mauritius	Transforming Customer Experiences and Personal Branding for Administrative Professionals
06 – 24 Apr. 2026 04 – 15 May. 2026 01 – 12 Jun. 2026 13 – 24 Jul. 2026 03 – 21 Aug. 2026	Kampala – Uganda Mombasa – Kenya Arusha – Tanzania Dar-es-Salaam – Tanzania Nairobi – Kenya	Office etiquettes and Performance Enhancement for Front Office Staff and Office Attendants

Who should attend?

Personal & Executive Assistants, Secretaries, Administrative Assistants, Office Managers, Administration Managers & Junior Human Resource Officers.

FEES STRUCTURE

One Week - USD 1850 Three Weeks - USD 3450
Two Weeks - USD 2850 Four Weeks - USD 3950

NB: Dubai & South Africa } One Week - USD 2500 | Two Weeks - USD 4500
Kuala Lumpur } One Week - USD 3500 | Two Weeks - USD 6500
Dar-e-Salam & Ethiopia } One Week - USD 2150 | Two Weeks - USD 3200