

TopFloor Specialised / Technical Courses			
Course Name	Duration	Minimum Class Size	Maximum Class Size
Microsoft Excel – Advanced	2 Days	7	18
Microsoft Excel – Basic and Intermediate	2 Days	7	18
Microsoft PowerPoint - Advanced	2 Days	7	18
Microsoft PowerPoint - Basic and Intermediate	2 Days	7	18
Microsoft Word – Advanced	2 Days	7	18
Microsoft Word – Basic and Intermediate	2 Days	7	18
Microsoft Project Management	3 Days	7	18
Microsoft Certified Systems Administrator	5 days	7	18
Microsoft Exchange Server	5 Days	7	18
Microsoft Server	5 days	7	18
Microsoft SQL 2016 Database Administration	5 days	7	18
Project Management - PRINCE2® Agile Foundation	3 Days	7	18
Project Management - PRINCE2® Agile Practitioner	2 Days	7	18
Agile Project Management (AgilePM®) Foundation	2 Days	7	18
Agile Project Management (AgilePM®) Practitioner (Includes Official Handbook)	3 Days	7	18
Change Management Foundation	3 Days	7	18
Change Management Practitioner	2 Days	7	18
SCRUM Master	2 Days	7	18
I.T. Service Management – COBIT® 2019 Foundation	2 Days	7	18
I.T. Service Management – COBIT® 2019 Design & Implementation	2 Days	7	18
I.T. Service Management – ITIL® Foundation	2 days	7	18
ISO 27000 Awareness	3 days	7	18

Contact us for a quote and course outline

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January – June 2025 Public Training Calendar

Microsoft Training

Course Name	Duration	January Dates	February Dates	March Dates	April Dates	May Dates	June Dates
Microsoft Excel – Basic and Intermediate	2 Days	30 - 31	-	18 - 19	-	13 – 14	17 - 18
Microsoft Excel – Advanced	2 Days	-	18 - 19	-	15 – 16	15 - 16	19 - 20
Microsoft PowerPoint - Basic and Intermediate	2 Days	-	11 - 12	-	10 - 11	20 – 21	-
Microsoft PowerPoint - Advanced	2 Days	-	13 - 14	-	-	22 - 23	-
Microsoft Word – Basic and Intermediate	2 Days	23 - 24	-	25 - 26	-	6 - 7	10 – 11
Microsoft Word – Advanced	2 Days	-	20 - 21	27 - 28	-	8 - 9	12 - 13

- To register for any of the training, please email info@topfloor.co.zm or call 0211 259 101.
- If you would like any of these sessions for a team of 6+ participants, we are able to customise / tailor the training design and content to suit their development needs.
- Training can be delivered onsite at your choice of venue if you signup 6+ participants.

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TopFloor Soft Skill Courses			
Course Name	Duration	Minimum Class Size	Maximum Class Size
Administrative Skills			
Archiving and Records Management	1 Day	4	18
Basic Bookkeeping for SME's	2 Days	4	18
Business Writing – Minute Taking Skills	1 Day	4	18
Business Writing: Narrative Report Writing Skills	1 Day	4	18
CV Writing and Interview Skills	1 Day	4	18
Executive Assistants Skills	2 Days	4	18
Meeting Management Skills	1 Day	4	18
Time and Task (Productivity) Strategies	1 Day	4	18
Human Resource Development			
Business Succession Planning	1 Day	4	18
Diversity, Equity, and Inclusion	1 Day	4	18
Employee Onboarding	1 Day	4	18
Employee Recruitment and Hiring Strategies	1 Day	4	18
Employee Termination Processes	1 Day	4	18
Grievance and Disciplinary Management	1 Day	4	18
Health and Wellness at Work	1 Day	4	18
Human Resource Management for Non-HR Practitioners	3 Days	4	18
Measuring Results from Training	1 Day	4	18
Train-The-Trainer	2 Days	4	18
Workplace Harassment	2 Days	4	18

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Zambian Labour Law Awareness	2 Days	4	18
Fire Safety (Please send us an inquiry)	1 – 2 Days	7	18
First Aid Foundations (Please send us an inquiry)	2 Days	7	18
Health and Safety Foundations (Please send us an inquiry)	2 Days	7	18
Personal Development			
Essential Soft Skills Toolkit	2 Days	4	18
Anger Management	1 Day	4	18
Building Confidence and Assertiveness	1 Day	4	18
Business Etiquette	1 Day	4	18
Call Center Training	2 Days	4	18
Communication Skills	2 Days	4	18
Conflict Resolution	2 Days	4	18
Critical Thinking	1 Day	4	18
Emotional Intelligence	1 Day	4	18
Goal Setting and Getting Things Done	1 Day	4	18
Improving Mindfulness and Self Awareness	1 Day	4	18
Job Searching Skills	½ Day	4	18
Managing Workplace Anxiety	1 Day	4	18
Personal Productivity	1 Day	4	18
Stress Management	1 Day	4	18
Work - Life Stability	1 Day	4	18
Workplace Essential Development			
Business Ethics and Etiquette	1 Days	4	18
Business Writing – Business Proposal Writing Skills	1 Day	4	18

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Basic Project Management Skills	3 Days	4	18
Change Management	2 Days	4	18
Coaching Salespeople	1 Days	4	18
Conflict Resolution	1 Days	4	18
Customer Service – Managing Customer Complaints & Difficult Customers	1 Day	4	18
Customer Service – Managing Customer Relationships.	1 Day	4	18
Customer Service Skills	2 Days	4	18
Inbound / Outbound Call Center Training	2 Days	4	18
Marketing Basics	1 Days	4	18
Negotiation Skills	2 Days	4	18
Networking Skills (Inside and Outside your Workplace)	1 Days	4	18
Presentation and Public Speaking Skills	2 Days	4	18
Sales Fundamentals	1 Days	4	18
Sales Training – Prospecting, Nurturing and Closing Techniques	2 Days	4	18
Telephone Etiquette	1 Days	4	18
Supervisors And Managers Development			
Employee Motivation	1 Day	7	18
Finance For Non-Finance Managers	2 Days	7	18
Financial Modelling in Excel	3 Days	7	18
Leadership Skills	2 Days	7	18
Management Development Program (Can be tailored)	4 Days	7	18
Management Skills	2 Days	7	18
Management: Managing A Team for The First Time	1 Day	7	18

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Management: Managing Performance	1 Day	7	18
Manager Management	1 Day	7	18
Performance Management	2 Days	7	18
Self-Leadership	1 Day	7	18
Supervisory Skills	3 Days	7	18
Trust Building and Resilience Development	1 Day	7	18

- We are able to customise / tailor our soft skills training design and content to suit you and your team's development needs.
- These training can be delivered onsite at your choice of venue for 5+ participants.
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January – June 2025 Public Training Calendar

Soft Skill Training

Course Name	Duration	January Dates	February Dates	March Dates	April Dates	May Dates	June Dates
Basic Business Communication Skills	1 Day	31	13	7	11	8	13
Essential Skills for Executive Assistants	2 Days	-	13 - 14	-	-	15 - 16	-
Customer Service Management	2 Days	-	-	21 - 22	-	23 - 24	-
Presentation Skills	1 Day	30	26	-	17	-	11
Basic Workplace Etiquette	1 Day	29	19	19	-	-	12
Negotiation Skills	2 Days	-	11 - 12	-	15 - 16	-	5 - 6
Human Resource for Non-Human Resource Professionals	3 Days	-	19 - 21	26 - 28	-	21 - 23	-
Zambian Labour Law Awareness Session	2 Days	-	6 - 7	6 - 7	-	8 - 9	-
Stress Management	1 Day		28	31	30	30	20

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