

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

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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
Zambian Labour Law Awareness	2 Days	4	18

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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
Basic Project Management Skills	3 Days	4	18

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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
Management: Managing Performance	1 Day	7	18

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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. ***Terms and conditions apply.**

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