TopFloor

Training Calendar – August to November 2026

Course Name	Duration	August Dates	September Dates	October Dates	November Dates
Microsoft Excel – Basic and Intermediate	2 Days	18 - 19		13 – 14	20 – 21
Microsoft Excel – Advanced	2 Days	20 - 21		15 – 16	22 – 23
Power BI	2 Days	25 – 26		20 - 21	27 - 28
Microsoft PowerPoint - Basic and Intermediate	2 Days		01 – 02		
Microsoft Word – Basic and Intermediate	2 Days		03 – 04		
Business Communication Skills	1 Day	21		02	
Essential Skills for Executive Assistants + Use of AI	2 Days		10 - 11	27 - 28	
Customer Service Management	2 Days	25 - 26			13 – 14
Presentation Skills & Public Speaking	1 Day		16 - 17		
Human Resource for Non-Human Resource	3 Days			06 - 08	14 – 16
Zambian Labour Law Awareness Session	2 Days			09 - 10	
ITIL® Foundation Training & Examination	2 Day		03 - 04		02 – 03
Project Management - PRINCE2® Agile Foundation	3 Days		07 – 09		04 - 06
Project Management - PRINCE2® Agile Practitioner	2 Days		10 - 11		09 - 10

- 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. ***Terms and conditions apply**

Training Catalogue

TopFloor Limited - Technical Training			
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
Power BI	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 Limited - 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
Essential Skills for Executive Assistants & Use of AI	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
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
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
Manager Management	1 Day	7	18
Performance Management	2 Days	7	18
Self-Leadership	1 Day	7	18
Supervisory Skills	3 Days	7	18

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