TopFloor Training Catalogue

Course Name	Duration	Minimum Class Size	Maximum Class Size
Business Etiquette	1 Day	4	18
Business Writing – Business Proposal Writing Skills	1 Day	4	18
Business Writing – Minute Taking Skills	1 Day	4	18
Business Writing: Narrative Report Writing Skills	1 Day	4	18
Call Center Training	2 Days	4	18
Communication Skill	2 Days	4	18
Conflict Resolution	2 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
Coaching Skills for Managers	2 Days	4	18
CV Writing and Interview Skills	1 Day	4	18
Emotional Intelligence Strategies	1 Day	4	18
Executive Assistants Skills	2 Days	4	18
Finance For Non-Finance Managers	2 Days	7	18
Financial Modelling in Excel	3 Days	7	18
Fire Safety (Please send us an inquiry)	1 Day	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
High Performance Teams - Remote Workforce	2 Days	4	18
Human Resource – HR For Non-HR	2 Days	4	18
Human Resource – Zambian Labour Law Awareness	2 Days	4	18

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Leadership Skills	3 Days	4	18
Management: Managing A Team For The First Time	2 Days	4	18
Management: Managing Performance	1 Day	4	18
Marketing: Marketing Foundations	1 Day	4	18
Marketing: Social Media Marketing	1 Day	4	18
Meeting Management	1 Day	4	18
Negotiation Skills	2 Days	4	18
Presentation Skills	2 Days	4	18
Project Management Skills	3 Days	4	18
Sales Training – Prospecting, Nurturing And Closing Techniques	2 Days	4	18
Supervisory Skills	3 Days	4	18
Stress Management	1 Day	4	18
Time And Task (Productivity) Strategies	1 Day	4	18
Workplace Harassment	2 Days	4	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 8+ participants. *Terms and conditions apply.

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TopFloor Training Catalogue

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 + Exam	2 days	7	18

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