

It's the style of training that sets us apart



1300 791 561



PARAMOUNT
training & development

Taking training to a whole new level.

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A blurred background image of a business meeting. In the foreground, a man in a light blue shirt and a patterned tie is seated at a table, looking towards the right. In the background, other people are seated around the table, and a whiteboard is visible. The overall scene is a professional office environment.

Leaders in training.

Who we are

Paramount Training & Development deliver training Australia wide for airline companies, retail stores, office managers, media, hospitality, building material suppliers, motor vehicle dealers, telecommunication leaders, mining organisations, transportation, government departments and many more.

We have a range of trainers including motivational speakers and professionals within their industries. We are members of the Customer Service Institute of Australia (CSIA) and The International Customer Service Association (ICSA)

We strive to be innovators of training. We can combine entertainment with training to provide a fun and motivational session. We believe that fun is an important part of the learning process and strive to provide a high performance learning environment in which individuals retain information easier.

We teach using Visual, Auditory and Kinaesthetic learning aids. We cater for all ages with new and interesting methods to impress those with different attention spans.



We call it “entertraiement”

Why we are different

We want to make a session that leaves an impression. Our sessions include throwing balls and visual aids to help visually remember the information and session. We reward good behaviour within our courses with movie tickets, jelly beans, chocolates and vouchers at no extra cost.

We also have motivational trainers or actors available for role plays. (extra fees may apply) Our style of training uses innovative techniques to increase learning ability and retainment of information.

We customise everything from the manual to the style of delivery for the session. This enables you to have a personalised and individualised session.

With over a thousands or modules we have the resources to cover most of your training needs. It's a mix of entertainment and training, which we call “entertraiement”.

Ask us how we can make an “entertraiement” session for you.



It's a learning experience.

Employee Training

Would you like to gain that extra edge over your competitors? We can help. Our employee training options specialise in those critical workplace skills such as conflict resolution, customer service, sales training and vital workplace communication skills. We will help your organisation create a workforce which boasts strong productivity.

With a range of over 100 different courses we strive to provide current and effective training across Australia. Our manuals are professionally presented and we have certificates also available to choose from.

Performance, Potential and Profit. We can help increase all three. We have a range of **sales training** solutions available with three different approaches. We can deliver the sales approach applicable to your industry and business.

Our **customer service training** involves great information on how to offer that extra service. Our modules include body language, handling complaints, emotion in the workplace, perception, motivation and attitude, communication skills plus more.



Real consulting with real results.

Business Services

Business solutions that work for you, that's the Paramount difference. Our consulting service runs into Lean Thinking Strategies, Change Management, Six Sigma, Strategic Planning and Business Coaching. Our skilled consultants will implement solutions specific to your industry and organisational requirements. We can guide your organisation into achieving high and sustainable growth for the long term.

Strategic Planning and Analysis — We can guide your organisation on the right path in gaining a sustainable competitive advantage

Business Coaching — Need help in running your business or want another perspective? We offer a business coaching service to help your business grow.

Change Management — Guide your organisation through change and come out on top. We offer a range of services in Change Management including New Product Development, Mergers and Acquisitions, Management Changeover, Cost Cutting and Staff Reductions, Employee Resistance to Change, Deployment of New Technologies and Changes to Business Processes.

Lean Thinking — Remove unnecessary activities and create more time and money to pursue other activities of more benefit to your organisation with Lean Thinking Strategies.

Value Chain Analysis — We can help your organisation add greater value to your customers. Our Value Chain service includes Business Process Re-engineering, Comprehensive Value Chain Analysis and more.



Specific to you.

Customisation

We know how important it is to have a session designed for you. With a choice of trainers, custom made options and our dedication to your session we offer the paramount difference. We present the material to you before the session for approval and revise until you are happy. With this guarantee you get exactly what you want.

Your very own manual will include pictures and questions relevant to your industry. We can also put your company logo on the manual.

Ultimately we want to provide something that you want, will remember and also make it as effortless as possible for you.

If your looking for something Paramount, we're here to help. Call us for a free consultation and see how we can make a difference.