



Data Sheet

LEARNING INNOVATION SOLUTIONS

Leadership Learning

Overview

Successful businesses know that developing global leaders is critical for organizational success - to driving sales, improve customer satisfaction, and enhance market position. TeleTech has invested in the development of our Leadership Learning product, which offers cross-functional, business-driven, and performance impacting management practices to synergistically balance employee satisfaction with operational success. Over 6,000 of our own employees and clients' employees around the world have completed leadership learning. In addition, our Leadership Learning product has implemented international best practices while blending in regional management practices.

Our Leadership Learning product includes a variety of practical methodologies and techniques to ensure continuous learning. It has a blend of asynchronous e-learning courses, interactive classroom sessions, and social-enabled mentoring; all managed by a robust learning management system (LMS).

Features/Benefits

TeleTech's Learning Leadership product provides:

- **Continual, Multiple Level Management Development:** Through various learning techniques, learners go through a comprehensive position-based on-boarding program, followed by 18 months of continuing education. The curriculum includes various courses based on specific roles and each module is further customized to meet client needs. Some of the courses include coaching techniques, relationship building, people management, operations management, business leadership management, as well as communication and presentation skills.
- **Six Sigma Process Improvement Certification:** Trainers and management trainees are introduced to Six Sigma via the Success Through Enhanced Performance (STEP) program. Learners enroll in a blended curriculum of e-learning and instructor-led courses, complete exams, and have hands-on project experience before they earn certification. TeleTech's Process Improvement team partners with the Learning and Leadership Development team to conduct white, yellow, and green belt certifications.
- **Leader-Based Mentoring:** TeleTech has a structured and formal mentoring relationship program that prepares leaders and high-performers for long-term success. Enabled through a social mentoring platform, leader-based mentoring offers one-to-one, one-to-many, and many-to-many mentoring which allows for cross-functional learning.

Leadership Learning offers a blend of asynchronous eLearning courses, interactive classroom sessions, collaborative technology enabled social mentoring, and live project involvement all managed via a robust learning management system.

Our Leadership Learning product has strategic partnerships with premier educational institutions.

Uses

TeleTech's Leadership Learning product is utilized for:

- **Trainer Certification:** Learning solutions to train the trainer
- **Management Certification:** Leadership and specialized process certifications, such as Six Sigma
- **Leadership programs** to build and nurture leadership talent
- **Continuing education** through partnership with premier schools

Key Differentiators

- **Blended Learning Approach:** Our Leadership Learning ensures a well rounded development offering; combining a blend of various learning approaches such as interactive classroom training, collaborative social mentoring, and practical live project involvement. Our flexible learning component allows busy executives to take a part of the course through eLearning or Mobile Learning, thereby enabling anytime, anywhere education. These techniques are integrated with the LMS to provide a holistic view.
- **Global Best Practices:** Three decades of various large scale engagements with Global 1000 clients has enabled TeleTech to build a robust learning platform to create and nurture global leaders across the world.
- **Partnerships with Leading Colleges/Universities:** TeleTech has established strategic partnerships with online educational institutions. The class offerings are tailored for professional and executive development practices in the areas of strategy, leadership and management development, human resources, and financial management.

Why TeleTech?

While servicing Global 1000 companies around the world for three decades, TeleTech has developed a learning platform to nurture and groom global leaders. Combining this with a suite of Learning Innovation products and strategic partnerships with premier institutions, TeleTech provides the most robust Leadership Learning offering for future leaders.

Related Products and Services

- Simulated Learning
- Social Learning
- Mobile Learning
- eLearning
- Video Learning

More Information

Please visit www.teletech.com for additional details about our Learning Innovation products.