

EXP+ Empower Sitel® Blended Learning



Leverage the latest in blended-learning capabilities to deliver dramatically improved learning and business outcomes.

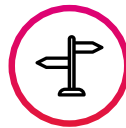
Blended Learning: The Best of Both Worlds

Blended learning integrates technology and digital media with traditional instructor-led classroom activities, giving students more flexibility to customize their learning experience. Sitel® Blended Learning leverages diverse tools, processes and technologies to engage learners, encouraging them to “lean in” and interact.



Comprehensive

Mix and match traditional and non-traditional learning approaches for the optimal learning experience.



Flexible

Interactive digital experiences provide the learner with interactive and gamified learning opportunities.



Efficient

Reduce the burden on trainers and provide the necessary resources to support post-training performance.

Six Models of Blended Learning

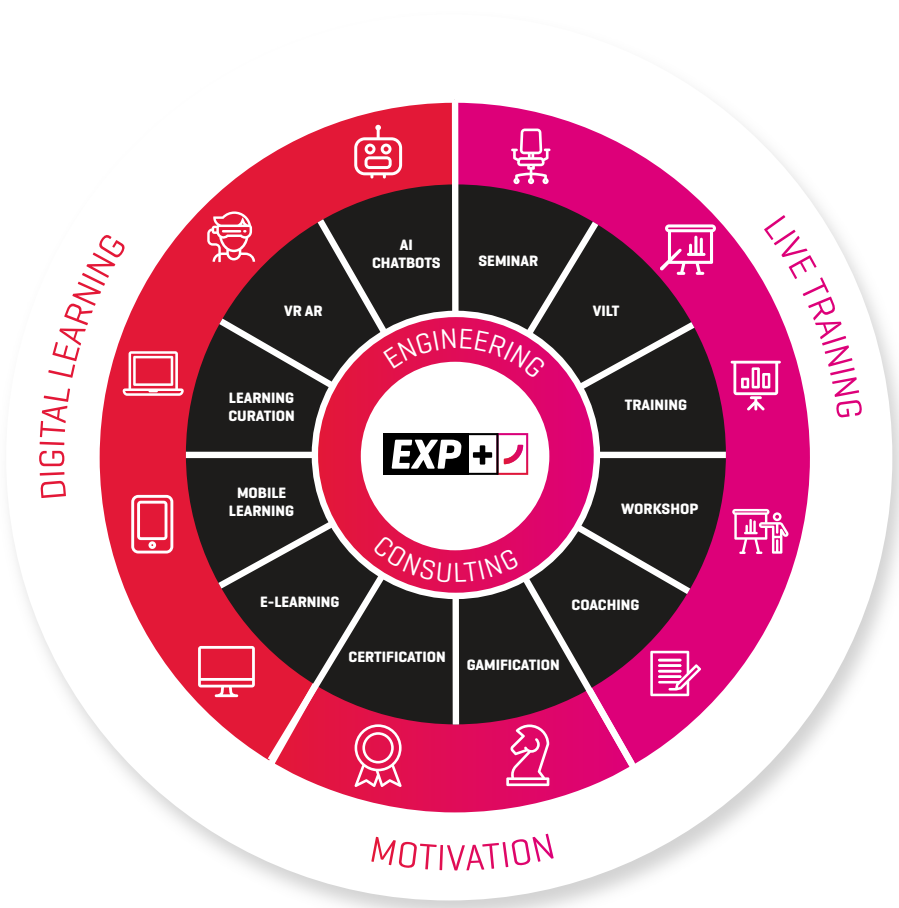
- **“Flipped”** - Learners are introduced to the content prior to training. Face-to-face learning is used to review, discuss or work through the content.
- **Online Driver** - Majority of work is completed online. Face-to-face time is flexible and based on learners’ needs.
- **Online Lab** - Employees take online training in a supervised environment (e.g., computer lab) during work hours.
- **Face-to-Face Driver** - Significant amount of face-to-face time is replaced with online learning activities. In-person training is supported by pre and post coursework.
- **Rotation** - Training is scheduled and divided into face-to-face time and online learning.
- **Self-Blend** - In-person and online training is offered. Learners have the option to choose how they want to complete the training.



Learning for Every Learner's Style

By integrating instructor-led programs with eLearning or digital training materials, Sitel® Blended Learning delivers superior and tailored learning experiences. Learners enjoy the best of both worlds: instructor-led training can focus on deeper learning, skill development or complex topics, while eLearning delivers pre or post coursework and provides additional support for learners to continue learning.

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Measurable Results

Driving learning excellence.



Lower Training Duration



Speed to Proficiency



Efficiency for Trainers

Source: Sitel Group® Data, 2019-2020

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