

EXP+ Empower Sitel® Learning Needs Analysis



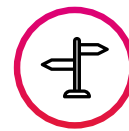
Take your learning to the next level with our award-winning learning and development solutions.

Best Practices in Adult Learning

A robust learning needs analysis is a vital first step in understanding your organization's learning gaps and defining and refining training objectives. Sitel® Learning Needs Analysis ensures your training materials and learning technologies are based on best practices in adult learning and strategically linked to your unique learner and business needs.

By conducting a thorough and consultative learning analysis – involving all stakeholders, drawing insights from workshops and focus group interviews and carefully evaluating existing training content and curricula – we provide your organization with its own roadmap.

Our extensive contact center and learning and development experience and proven methodology ensure our solutions deliver against your intended knowledge, skills and abilities (KSA) outcomes and key performance indicators (KPIs).



Analyze Needs

Identify your training needs and analyze the gaps to make informed decisions and develop customized recommendations.



Define Strategy

Design a clear plan to action, highlighting the necessary content, training technologies and learning strategies to ensure successful training delivery.



Define Results

Impact all training and operational KPIs with training fully aligned to operational goals and strategic objectives, resulting in cost savings.



More Effective, More Efficient

Our learning needs analysis service delivers cost savings by optimizing (and often reducing) your learning and development spend. With our proven learning approach, we ensure you continually measure the success of training with a clear return on investment (ROI). Achieving operational efficiencies, we streamline your training processes and accelerate your learners' speed to proficiency.

Understanding the Real Need

4 Steps

Our 4-step process assesses your learning curriculum and **identifies quick wins** while also **highlighting essential enhancements**.

1

Kick-Off Call

Meeting with key stakeholders to understand the project objectives and intended outcomes.

2

Materials Audit

Analysis of existing training curricula and content to assess optimal reengineering opportunities and establish effectiveness of materials.

3

Live Meetings

Workshops and interviews to understand operational realities, assess skill gaps, determine winning behaviors and secure learner buy-in.

4

Report Delivery

Full analysis and debrief of findings, including a detailed action plan to ensure success.

Measurable Results

Experience the benefits of award-winning learning and development programs.

200+


New Hire Reengineering Programs Delivered in 50+ Lines of Business


95%

of Clients Implement Recommendations Made

Source: Sitel Group® Data, 2019-2020

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