

# EXP+ Empower Sitel® eLearning



*Drive proficiency and participation with engaging online learning experiences.*

## The Flexibility to Learn Anytime, Anywhere

Custom eLearning is an impactful way to engage and boost employee performance using various online technologies. From desktop to tablet to smartphone – we put the power to learn quite literally in the learner's hands. Sitel® eLearning delivers personalized, immersive and engaging digital learning modules made up of interactive activities and multimedia content. We ensure more effective learning experiences while reducing training duration. Learners are 90% more confident and 95% more satisfied after implementation of Sitel eLearning.



### Speed to Proficiency

Deployed in real time to upskill employees, optimizing operational performance.



### Learner-Driven

Flexibility to learn anytime, anywhere, on any device.



### Active Participation

In self-paced modules, learners cannot 'sit in the back' of the classroom.

## Benefits Over-Face-to-Face Learning

Boost employee performance with online learning, including interactive content, online courses, virtual reality and social learning with peers.

- **Scalable** - Train a broader audience in a fraction of the time and cost.
- **Cost Savings** - Drive efficiencies when compared with in-person training, with lower set up and ongoing maintenance cost.
- **Flexible** - Repurpose content for a different audiences and lines of business.
- **Learner Analytics** - Gather quantitative learner data that face-to-face training cannot, including comprehension, engagement and proficiency data.

## Promoting Learning

A comprehensive way to keep engagement high for an efficient experience.

### Applied Learning

Adults learn by doing. Give learners the opportunity to immediately apply new knowledge and skills.

### Microlearning

Maximize learner time by focusing on what's important.

### Gamification

Use game mechanics to boost engagement and make learning fun.

### Project-Based Learning

Encourage deeper level thinking by solving real-world challenges.

### Interactive Content

- Animated videos
- Multimedia infographics
- Augmented reality
- Interactive videos

### Boost Knowledge Retention

- Scenario-based assessments
- Simulations
- Reflection exercises

### Skills Development

- Practical assessments
- Virtual reality
- Projects related to work

## Measurable Results

Create better learner experiences with flexible custom eLearning solutions.

29%

**Lower Training Duration**

31%


**Speed to Proficiency**


53%

**Lower Training Time**

Source: Sitel Group® Data, 2019-2020

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