

EXP+ Empower Sitel® Train-the-Trainer

Leverage our award-winning learning and development team to train your trainers.

Creating Best-in-Class Trainers

Effective and engaging training facilitation is a key component of successful talent development and business objective execution, and trainer training ensures your in-house team has access to the latest tools and techniques.

Sitel® Train-the-Trainer gives you access to a team of highly skilled, experienced, thoughtful and learner-centric facilitators. Our program expertly cultivates the skills within your in-house training team to deliver vital information to your learners, supporting the success of your people and your business.



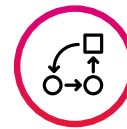
Qualitative Approach

Resulting in optimized learner outcomes.



Best Practices

Focus on educational best practices for optimal training sessions.



Flexible Instruction

Strengthen your training team's skills, in both classroom and virtual environments.

Empower your Trainers to Inspire

Client and Product Knowledge

Deliver structured and customized training that meaningfully transfers knowledge and expertise specific to your business. We ensure an intentional focus on products and services, process training and sales techniques.

Facilitation and Training Skills

Certify the ability of your trainers to develop your employees' skills related to specific subjects. Leverage our facilitation infrastructure to optimize tools and techniques, while benefiting from the principles of adult learning.



Delivering an Effective Train-the-Trainer Program

Our approach to corporate trainer training ensures adult learning principles and business goals are central.

1

Virtual Kick Off

Experience the Sitel Train-the-Trainer program online; what it is, how it will be delivered, facilitator expectations, intended modalities, day-to-day breakdown of activities and milestones.

2

Adult Learning Concepts

Virtual session focused on adult learning theories and principles and how to integrate and apply them to the content thoughtfully and sequentially. This focuses on what adult learners prefer and how to keep them highly engaged.

3

Observation and Debriefing

Individual teach-backs, feedback and coaching. Review of content, ice breakers and Q&A sessions.



Measurable Results

Leverage our award-winning learning and development team.


Source: Sitel Group® Data, 2019-2020


95%

**Training Team
Satisfaction Rate**



Sitel Group
600 Brickell Ave,
Miami, FL 33131, USA
sitel.com

 @Sitel_WorldWide

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