

EXP+ Empower Sitel® Training Facilitation



Support your employees and provide them with the skills they need to handle complex customer-facing situations.

Learner-Focused Training

Facilitated training is a highly effective means of supporting employees and providing them with the skills they need to handle complex, customer-facing situations.

Whether digital or in-person, Sitel® Training Facilitation promotes active listening and problem solving through the introduction of real-world scenarios to support content absorption, delivering tangible learning outcomes.



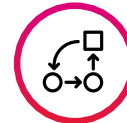
Learning Expertise

Benefit from the experience of 100+ learning specialists to bring your training to life.



Scalable Support

Access our trainer resources as you need them, without the overhead associated with internal resources.



Transferable

Let our trainers get you ready for success through Sitel Train-the-Trainer support.

Take your Training to the Next Level

Our training facilitators are skilled and experienced training industry certified professionals. Hands-on labs that maximize the learning experience, sharing the same information across agents and touchpoint for a better brand experience.

- **Live Interaction** - Direct interaction with the educator and collaboration between learners drives strong knowledge acquisition.
- **Real-World Practice** - Hands-on labs maximize the learning experience, sharing the same information across agents and touchpoints for a better brand experience.
- **Learner-Centric** - Minimized downtime, increasing productivity.
- **Expertise** - A solid network of skilled, experienced, training industry certified professionals.



4 Engaging ways

Four Engaging Ways to Train



ILT or VT

Instructor-led training (ILT) or virtual instructor-led training (VLT) allows for meaningful engagement to broad audiences.



Seminars

Group sessions intended to promote hands-on training and active participation.



Workshops

Instructor-led, thematic small group training that fosters learner participation.



Coaching

Personal learner support through specialized subject matter coaching.

