



TTEC Wins Brandon Hall Group Silver Award for Best Unique or Innovative Learning Program

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Company recognized alongside learning management system partner, Litmos, for innovations in its leadership career development program

DENVER, Sept. 26, 2018 /PRNewswire/ -- TTEC Holdings, Inc. (NASDAQ: TTEC), a leading global customer experience technology and services provider focused on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands, today announced that the company has won a Brandon Hall Group Silver Award for excellence in the Best Unique or Innovative Learning Program category.

The awards program recognized the collaborative efforts of TTEC and Litmos for the innovative use of technology in creation of TTEC's leadership career development program. TTEC is dedicated to supporting a high-performing workforce through its leadership program. The company's current leadership program is a collection of interactive and structured career development plans supported by recommended learning content for the development of essential competency areas. It is driven by a socially-powered and gamified learning environment allowing employees to collaborate, compete, and rate content.

"TTEC appreciates this prestigious recognition from the Brandon Hall Group," said Dave Anderson, Executive Vice President, TTEC Digital, Consulting. "Our team is proud to design and deliver interactive employee training and development programs, both internally and for our clients, which enhance the employee experience across every level of the organization and deliver business value."

The award entries were evaluated by a panel of veteran, independent senior industry experts, Brandon Hall Group analysts and executives based upon the following criteria: fit the need, design of the program, functionality, innovation, and overall measurable benefits.

"Excellence Award winners personify innovation that drives business results. Our winners embrace the future and embrace change and the challenges that go with it," said Rachel Cooke, Chief Operating Officer of Brandon Hall Group and head of the awards program. "It is amazing in reviewing these entries how organizations – both large and small – work across functions to make human capital management a valuable asset that enables business success."

In addition to its innovative internal employee professional development programs, TTEC provides training development resource services across a variety of customers and industries through its learning and performance practice. The company approaches program development by looking at the complete employee lifecycle and creating learning strategies which align with clients' business values. TTEC has created a repeatable and scalable process to efficiently upskill new and existing employees, ranging from frontline personnel all the way to the executive office. The company believes that the right technology, communication strategy, gamification model, and incentive program must be in place to help trainees be successful.

The company's learning and development programs, including the TTEC leadership program, measure success against five key metrics including:

- Employee Net Promoter Score (eNPS)
- Rational Engagement
- Emotional Engagement
- Job Satisfaction
- Intent-to-Stay

"There is nothing more rewarding than seeing our customers achieve success with Litmos and be recognized for their hard work. TTEC built a leadership development program that not only demonstrates incredible innovation, but also generates ongoing ROI, a true reflection of how training can impact organizational goals," said Rory Cameron, Head of Litmos. "As one of the largest service providers in the world, TTEC is a shining example of excellence in corporate learning, which combines strategy, technology, execution, and measurement, and we couldn't be more excited to continue to partner with them."

For more information about TTEC's innovative learning and development programs, visit <https://www.ttec.com/learning-and-performance>

About TTEC:

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services provider focused on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, growth and digital trust and safety services. Founded in 1982, the Company's 47,800 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit www.ttec.com.

Investor Contact	Media Contact	Address	Contact
Paul Miller +1.303.397.8641	Olivia Griner +1.303.397.8999	9197 South Peoria Street Englewood, CO 80112	ttec.com +1.800.835.3832



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