



## Consolidated Communications and TeleTech Win Brandon Hall Group Silver Award for Best Results of a Learning Program

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### Companies Jointly Recognized for Highly Effective New Approach to Training

DENVER, Oct. 26, 2017 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading global provider of customer experience, engagement, and growth solutions delivered through its proprietary, end-to-end Humanify™ Customer Engagement as a Service offering, was recognized with a Brandon Hall Group Silver Award for Excellence for "Best Results of a Learning Program" along with their client, FairPoint Communications, a Consolidated Communications company.

The winning award entry, "A New Approach to Training Turns Temporary Needs into Long-term Gains for Consolidated Communications," featured a joint learning and development program created by the two companies. The program focused on an interactive, hands-on approach to training development for Consolidated Communications and included results from simultaneous implementation of a new centralized learning and knowledge platform. The program delivered a dramatic improvement in speed to proficiency for new hires from 180 days to 30 days, and reduced training time 25-50% across all lines of business.

"TeleTech is proud to work with companies like Consolidated Communications and to be recognized by Brandon Hall Group for our work in customer experience, training and development programs," said Robert Jimenez, Executive Vice President, TeleTech Customer Strategy Services. "Customer experience employees are a company's front-line, serving as brand ambassadors and providing engaging interactions that increase value. As a valuable asset within a company, these associates need the right training, tools and technologies to react in real-time. Hands-on learning within actual customer engagement scenarios like the program we built has proven to improve performance."

"Partnering with TeleTech to help Consolidated Communications design a non-traditional training development and delivery approach has been an extremely rich experience," said Michael Theriault, Senior Director, Consolidated Communications Training & Development. "Together we retooled and enhanced current training programs and deployed a new centralized learning and knowledge platform to provide our internal customers with an improved level of learning proficiency in a more efficient and effective manner."

The Best Results of a Learning Program for the Learning and Development category is for a workplace-learning program that has obtained desirable results connected to the program goals and improved business outcomes. 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 symbolize the power and impact that Learning practices can have on a business or on any organization," said Rachel Cooke, Chief Operating Officer of Brandon Hall Group and head of the awards program.

For more information on TeleTech's Learning and Performance offerings, visit <http://www.teletech.com/consulting/learning-and-performance>

### ABOUT TELETECH

TeleTech (NASDAQ: TTEC) is a leading global provider of customer experience, engagement and growth solutions delivered through its proprietary end-to-end Humanify™ Customer Engagement as a Service offering. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. TeleTech's 48,000 employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience, visit [TeleTech.com](http://TeleTech.com).

### ABOUT CONSOLIDATED COMMUNICATIONS

[Consolidated Communications](#) Holdings, Inc. is a leading broadband and business communications provider serving consumers, businesses of all sizes, and wireless companies and carriers, across a 24-state service area. Leveraging its advanced fiber optic network spanning more than 36,000 fiber route miles, Consolidated Communications offers a wide range of communications solutions, including: data, voice, video, managed services, cloud computing and wireless backhaul. Headquartered in Mattoon, Ill., Consolidated Communications has been providing services in many of its markets for more than a century. [www.consolidated.com](http://www.consolidated.com)

### ABOUT BRANDON HALL GROUP

Brandon Hall Group is a HCM research and advisory services firm that provides insights around key performance areas, including Learning and Development, Talent Management, Leadership Development, Talent Acquisition and Workforce Management. With more than 10,000 clients globally and 20 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results. ([www.brandonhall.com](http://www.brandonhall.com))

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