

**UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

**FORM 8-K**

**CURRENT REPORT PURSUANT  
TO SECTION 13 OR 15(D) OF THE SECURITIES EXCHANGE ACT OF 1934**

Date of Report (Date of earliest event reported): **April 9, 2012**

**TeleTech Holdings, Inc.**

(Exact Name of Registrant as Specified in Its Charter)

**Delaware**  
(State or Other Jurisdiction of  
Incorporation)

**001-11919**  
(Commission  
File Number)

**84-1291044**  
(I.R.S. Employer  
Identification No.)

**9197 S. Peoria Street, Englewood, Colorado**  
(Address of Principal Executive Offices)

**80112**  
(Zip Code)

**(303) 397-8100**  
(Registrant's Telephone Number, Including Area Code)

(Former Name or Former Address, if Changed since Last Report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions (see General Instruction A.2. below):

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
- Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12(b))
- Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
- Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

**Item 5.02. Departure of Directors or Certain officers; Election of Directors; Appointment of Certain Officers; Compensatory Arrangements of Certain Officers.**

On April 9, 2012, Ruth C. Lipper and William L. Linnenbringer informed TeleTech Holdings, Inc. (the "Company") of their decisions to retire from, and not stand for re-election, to the Board of Directors (the "Board") as of the Company's next annual meeting of stockholders on May 24, 2012. As the result of the forthcoming retirement of Ms. Lipper and Mr. Linnenbringer, the Board has nominated Gregory A. Conley and Robert Webb to stand for election at the next annual meeting of stockholders on May 24, 2012.

**Item 7.01. Regulation FD Disclosure.**

The press release issued by the Company on April 13, 2012 announcing the retirement of Ruth C. Lipper and William A. Linnenbringer from the Board and the nomination of Gregory A. Conley and Robert Webb for election to the Board is furnished as Exhibit 99.1 to this Form 8-K. In accordance with General Instruction B.2 of Form 8-K, the information contained in the attached Exhibit 99.1 shall not be deemed to be "filed" for purposes of Section 18 of the Securities Exchange Act of 1934, or otherwise subject to the liability of that section, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933 or the Securities Exchange Act of 1934, except as expressly set forth by specific reference in such a filing.

**Item 9.01. Financial Statements and Exhibits.**

(d) Exhibits.

<u>Exhibit No.</u>	<u>Exhibit</u>
99.1	April 13, 2012 Press Release announcing the retirement of Ruth C. Lipper and William A. Linnenbringer from the Board and the nomination of Gregory A. Conley and Robert Webb for election to the Board

**SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

Date: April 13, 2012

TELETECH HOLDINGS, INC.  
(Registrant)

By:           /s/ Kenneth D. Tuchman            
Name: Kenneth D. Tuchman  
Title: Chief Executive Officer

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**TELETECH HOLDINGS, INC.**

**EXHIBIT INDEX**

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## Press Release

### TeleTech Announces Ruth C. Lipper and William A. Linnenbringer to retire from Board of Directors, Gregory A. Conley and Robert Webb Nominated for Election

**ENGLEWOOD, Colo., April 13, 2012** — TeleTech Holdings, Inc. (NASDAQ: TTEC), a leading global provider of technology-enabled customer engagement and experience solutions, announced today that Ruth C. Lipper and William A. Linnenbringer will retire from the company's Board of Directors this year. In addition, the Company announced that Gregory A. Conley and Robert Webb have been nominated to stand for election at the Annual Meeting of Shareholders on May 24, 2012.

Ms. Lipper and Mr. Linnenbringer have elected to retire from the Board. Both will serve as directors through the 2012 annual meeting but will not stand for re-election to the Board.

"Ruth Lipper and Bill Linnenbringer have served TeleTech with distinction over their tenure as directors," said Kenneth D. Tuchman, TeleTech chairman and chief executive officer. "We greatly appreciate their experience and commitment to our stockholders, employees and clients. We also look forward to the prospect of welcoming Greg Conley and Rob Webb to our Board, both of whom will bring their respective technology and healthcare industry experience and perspective."

Ms. Lipper has been a director since 2002 and serves as chair of the Nominating and Governance Committee of the Board. Ms. Lipper has spent more than 25 years working in various financial and philanthropic leadership roles. Ms. Lipper is currently a volunteer chairperson for the Lipper Family Charitable Foundation, a position she has held since 1998.

Mr. Linnenbringer has served as a director since 2003 and serves as chair of the Audit Committee of the Board. In his 32-year career with PricewaterhouseCoopers LLP, a registered public accounting firm, Mr. Linnenbringer held numerous leadership positions, including managing partner for the U.S. banking and financial services industry practice, chairman of the global financial services industry practice, and member of the firm's policy board and world council of partners. Mr. Linnenbringer currently serves on the Board of Directors of SunTrust Banks, Inc., a New York Stock Exchange listed financial services company.

Mr. Conley has served as a chief executive officer of several technology services companies including the Odyssey Group, Verio, Inc. and Tanning Technology Corporation. Mr. Conley also held senior management positions at International Business Machines and Galileo International, Inc.

Mr. Webb currently serves as the chief executive officer of the OptumHealth Care Solutions business unit of UnitedHealth Group. Mr. Webb was also the president of the United Resources Networks business unit of UnitedHealth Group. Prior to joining UnitedHealth Group, Mr. Webb held several senior executive positions at One Equity Partners, Willis, Stein & Partners and Equity Group Investments, all private equity firms. Mr. Webb also served as a consulting manager for Arthur Andersen.

#### ABOUT TELETECH

For nearly 30 years, TeleTech and its subsidiaries have helped the world's most successful companies design, build, implement and manage superior customer experiences across the customer lifecycle in order to drive shareholder value. As the go-to partner for the Global 1000, the TeleTech group of

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## Press Release

companies delivers technology-based solutions that maximize revenue, transform customer experiences and optimize business processes. From strategic consulting to operational execution, our more than 42,000 employees drive success for clients in the communications and media, financial services, government, healthcare, technology, transportation and retail industries. Our companies deliver award-winning integrated solutions in support of customer innovation, revenue generation, technology innovation, enterprise innovation, learning innovation and strategic management consulting. For additional information, please visit [www.telettech.com](http://www.telettech.com).

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**Investor Contact**

**Media Contact**

