

**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): **August 16, 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 August 16, 2012, the Board of Directors (the "Board") of TeleTech Holdings, Inc. (the "Company") appointed Robert Frerichs to the Board to serve until the next Annual Meeting of Stockholders.

As a newly appointed non-employee director, Mr. Frerichs will receive an automatic grant of \$100,000 of restricted stock units based upon the fair market value of the Company's common stock on August 21, 2012. The restricted stock units will vest in full on the earlier of the first anniversary of the date of grant or the date of the succeeding year's annual meeting of stockholders, or any change-in-control event (as defined in the restricted stock unit agreement). For information on additional compensation payable to non-employee directors of the Company, see "Corporate Governance and Board of Director Matters"—"Non-Employee Director Compensation Overview" in the Company's Proxy Statement for its 2012 Annual Meeting filed with the Securities and Exchange Commission on April 13, 2012.

On August 21, 2012, the Company issued a press release which announced the appointment of Mr. Frerichs to the Board, a copy of which is attached as Exhibit 99.1 to this Form 8-K.

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

(d) Exhibits.

<u>Exhibit No.</u>	<u>Exhibit</u>
99.1	Press Release dated August 21, 2012 announcing the appointment of Robert Frerichs to the TeleTech Board of Directors

**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: August 22, 2012

TELETECH HOLDINGS, INC.  
(Registrant)

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

3

---

**TELETECH HOLDINGS, INC.**

**EXHIBIT INDEX**

<u>Exhibit No.</u>	<u>Exhibit</u>
99.1	Press Release dated August 21, 2012 announcing the appointment of Robert Frerichs to the TeleTech Board of Directors

4

---



9197 South Peoria Street  
Englewood, CO 80112  
t. 1.800.TELETECH  
www.telettech.com

## Press Release

### TeleTech Appoints Robert Frerichs, Former International Chairman of Accenture, to Board of Directors

**ENGLEWOOD, Colo., August 21, 2012** — TeleTech Holdings, Inc. (NASDAQ: TTEC), a leading global provider of technology-enabled customer experience solutions, today announced the appointment of Robert Frerichs, former International Chairman of Accenture, to its Board of Directors.

Mr. Frerichs spent 35 years in executive leadership roles at Accenture including International Chairman, Group Chief Executive — North America, Chief Risk Officer and Chief Operating Officer of Accenture's Communication and High Tech operating group, among others. Mr. Frerichs was a member of Accenture's board of directors prior to the company's initial public offering in July 2001 and also served on the company's strategic planning teams during key periods over the past twenty years.

"During his tenure at Accenture, Bob was instrumental in scaling the business to become a global leader in the business services space," said Kenneth Tuchman, TeleTech chairman and chief executive officer. "His proven strategic leadership combined with his wealth of experience in management consulting and technology will be invaluable as we continue to leverage our higher-value offerings, invest in innovation and continue our industry leading position in the field of customer experience management."

Mr. Frerichs currently serves as the executive chairman of the board of directors of The Aricent Group, a global innovation and technology services firm and Merkle Group, Inc., the largest privately-held customer relationship marketing agency in the U.S. Mr. Frerichs is a certified public accountant and certified at the fellow level in manufacturing. He holds a bachelor's degree in computer science engineering and a master's degree in business administration from the University of Illinois.

#### ABOUT TELETECH

For nearly 30 years, TeleTech and its subsidiaries have helped the world's most successful companies design, enable, manage and grow customer value through the delivery of superior customer experiences across the customer lifecycle. As the go-to partner for the Global 1000, the TeleTech group of companies delivers technology-enabled solutions that maximize revenue, transform customer experiences and optimize business processes. From strategic consulting to operational execution, our more than 41,000 employees drive success for clients in the communications and media, financial services, government, healthcare, technology, transportation and retail industries. Through the TeleTech Community Foundation, the company leverages its innovative leadership to ensure that students in underserved communities around the globe have access to the tools and support they need to maximize their educational outcomes. For additional information, please visit [www.telettech.com](http://www.telettech.com).

#### FORWARD-LOOKING STATEMENTS

Investor Contact	Media Contact
Karen Breen	Jeanna Blatt
303.397.8592	303.397.8507

Statements in this press release that relate to future results and events (including statements about future financial and operating performance) are forward-looking statements based on TeleTech's current expectations. Actual results and events in future periods could differ materially from those projected in these forward-looking statements because of a number of risks and uncertainties including: achieving estimated revenue from new, renewed and expanded client business as volumes may not materialize as forecasted, especially due to the global economic slowdown; the ability to close and ramp new business opportunities that are currently being pursued or that are in the final stages with existing and/or potential clients; our ability to execute our growth plans, including the successful integration of acquired companies and the sales of new products; the possibility of lower revenue or price pressure from our clients experiencing a business downturn or merger in their business; greater than anticipated competition in the customer management industry, causing adverse pricing and more stringent contractual terms; risks associated with losing or not renewing client relationships, particularly large client agreements, or early termination of a client agreement; the risk of losing clients due to consolidation in the industries we serve; consumers' concerns or adverse publicity regarding our clients' products; our ability to find cost-effective locations, obtain favorable lease terms and build or retrofit facilities in a timely and economic manner; risks associated with business interruption due to weather, fires, pandemic, or terrorist-related events; risks associated with attracting and retaining cost-effective labor at our delivery centers; the possibility of asset impairments and restructuring charges; risks associated with changes in foreign currency exchange rates; economic or political changes affecting the countries in which we operate; changes in accounting policies and practices promulgated by standard setting bodies; and new legislation or government regulation that adversely impacts our tax obligations, health care costs or the customer management industry. A detailed discussion of these and other risk factors that could affect our results is included in TeleTech's SEC filings, including our Annual Report on Form 10-K for the year ended December 31, 2011. The Company's filings with the Securities and Exchange Commission are available in the "Investors" section of TeleTech's website, which is located at [www.telettech.com](http://www.telettech.com). All information in this release is as of August 21, 2012. The Company undertakes no duty to update any forward-looking statement to conform the statement to actual results or changes in the Company's expectations.

###