

Headline: True North Values Work Stream Update: Training and Coaching

Subhead: New Training Course Takes TeleTech Employees on a Virtual Journey to Explore our Values

Do you like to travel? Then head north! True North, that is. The Training and Coaching work stream, headed by Rich Herbst, vice president, Learning and Development, has developed a course that takes you on an experiential journey around the world to learn more about our values. Though developed for new employees, the journey is still fun for those of us who already know our values.

The course design was the brainchild of Instructional Designer **Paolo Javier**. While creating it, he felt a very strong connection to the values, and wanted to make sure that the images and content he created made the audience feel the same way. His thought was that those taking the course would only be inspired if they saw the journey as “honest, sincere and with a heart.” And he was successful in his quest.

“We’re very proud and excited about the course!” said Natalie Gooch, director, Learning & Development.

What You’ll Experience on Your Journey

The course has two parts. In the first part, you review TeleTech’s guiding principles: our purpose, mission and vision. In the second part, you travel virtually to different TeleTech centers around the world to complete challenges and earn values badges.

Challenges range from participating in a service call scenario in Mexico, to making a decision as a Human Capital manager in Brazil, to playing the part of a new Talent Acquisition marketing manager in North America who is torn between finishing her tasks and celebrating her new position with her colleagues.

In every scenario, you receive a value definition, a travel destination and an employment role. Then, you explore a common situation to decide the best approach for supporting the value. You have three options to choose from. If you choose correctly, you receive that value’s badge. If not, you can try, try again. You

need to complete all challenges to earn all six values badges and receive course completion credit.

Kudos to Paolo and the training team for making the course so engaging and visually appealing. And for giving employees a taste of just how global TeleTech is and how many different roles we all play.

Launch the [True North Journey course](#) in TeleTech University to get started.

Bon Voyage!

