

## Training and career development —

The Teleperformance development strategy is based on numerous training and personal development programs offered to employees throughout their career.

Teleperformance encourages internal promotion and offers regular employee performance monitoring. Each employee has pre-defined quantitative and qualitative objectives and receives regular appraisals enabling them to establish their career path.

Both cultures and values of Teleperformance and its clients are aligned and are central to the training program. Learning techniques are reviewed on a regular basis to obtain the best possible results and reveal each employee's potential.

### Training path at Teleperformance

#### Foundation training

Welcome to TP seminar dedicated to the Group's culture and values

Modules on the Group's policies, health & safety, CSR, etc.

Dedicated compliance program, with modules on anti-corruption and security

#### Product training

Targeted training for each position and function  
Specific modules according to the client program

Tiger teams: experienced trainers in specific subjects that ensure full knowledge transfer

#### Nesting

During the first few months, newcomers spend 50% of their time on skills development. They are split into small teams and supported by a training manager until they are fully integrated.

#### Continuous learning

Uptraining and refresher  
Curriculum development capability

Gamification to keep learning fun and engaging:  
quiz, games based on key performance indicators

Emotional intelligence and soft skills



### MATERIAL TOPICS

Training & Development

#### SDGs



### KEY PERFORMANCE INDICATORS 2020

# 137

Training hours per employee

# 68%

of non-agent positions are filled internally



## Our PROGRAMS and INITIATIVES



In 2020, the Group migrated its e-learning platform to a single online talent management platform, MyTP. This global training, development and engagement platform enables the Group to offer employees greater consistency and integrates gamification tools and dedicated soft skills content. In addition to online training, the platform focuses on performance development and provides collaborative workspaces. In 2020, an average of 103,235 unique visitors logged on to MyTP every month.



Available exclusively to Teleperformance employees, the JUMP! program prepares them for their next position. The program is designed to:

- promote career development;
- identify high-potential employees and prepare them for management positions;
- encourage leadership at every level of the business;
- encourage internal promotion.

This program is based on a dual training program offering both technical and behavioral training, as well as personal development plans.



Teleperformance University is an in-house university geared towards high-potential managers seeking to become future senior leaders within the Group. The course consists of four modules over one week, followed by additional e-learning modules. The entire training program was revised to bring it more in line with reality and the Group's digital transformation targets. Multiple sessions with external operators such as Great Place to Work®, design thinking specialists and management communication firms were organized in 2020.



### **ANURAG KANOJIA**

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My two years at TP have been full of tremendous learning and fun. I enjoyed every bit of it. I started as an agent and within a year I got myself a break into the HR department, which was like a dream come true. I would say TP follows a very fair process for promotions and believes in equal opportunities. ●●