

Development Programs

Customers need to interact with well-trained people. We strongly believe that great performance comes from a great team. We select the right people, invest in training, and have inspiring premises to engage and motivate our team to deliver superior interactions. **41.9 million training hours were provided last year worldwide.**



JUMP! Teleperformance Career Plan

JUMP! is a development program created to identify and prepare high-potential employees to take on leadership positions in the company.

The objective is to prepare employees to become leaders: from agents to supervisors, from supervisors to coordinators and, finally, from coordinators to managers. The JUMP! program is based on a training program that offers technical and behavior training, as well as personal development plans.

Teleperformance University

Teleperformance University is a customized college course that transmits culture while gathering and sharing our worldwide best practices and innovative projects in customer relationship and experience management. Our high-potential executives and leading managers have access to TP University, a personalized college course created to develop our future leaders, while ensuring that all of our teams share the same values and perfectly understand our culture.

TP University was created to train our business executives in the key subjects related to managing and understanding our core business, as well as to prepare them to implement major changes in our business, totally aligned with our strategic objectives.





Teleperformance Academy

Teleperformance Academy is a facility exclusively designed for training initiatives. We give great importance to hiring well and training well. To do so, we've established a unique environment that brings out the best in people. It provides the best spaces designed to inspire the transfer of knowledge and stimulate learning.

Teleperformance e-Institute

Our e-Learning platform, ensures that all of our executives are trained in the Group`s best practices and other management skills to calibrate knowledge levels all around the world.

The tool provides industry-leading training to our management teams and stimulates personal development through an e-Learning tool focused on leadership needs with high level courses and close monitoring.

