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For me, I came straight out of the Army. I took a phone call and I was like, “This is not the Army!”

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- Quentin McBride, SYKES Trainer and Eight-Year U.S. Army Veteran

## Making the Jump with SYKES

Quinton McBride spent eight years in the U.S. Army, served two tours of duty in Afghanistan and completed 38 certified jumps. But one of the things Quinton McBride is most proud of is completing his certification to become a trainer at SYKES.

“I went through a week-long course. It was very intense. I had some real long nights about learning the proper way to teach. Because they don’t want us to teach, they want us to facilitate.”

One of Quinton’s challenges was learning not to talk. “They teach us the 80-20 rule, which means you get the trainees to talk 80 percent of the time and you, as the instructor, only talk 20 percent. I’m kind of the reverse of that, and I had to figure out a way to get myself out of that.”

Quinton did it. Today he is a top performing trainer at the Kingstree, South Carolina call center. More than 96 percent of his trainees graduate and go on to successfully become agents.

Besides not talking so much, he’s added a few tricks of his own. “I try to keep trainees really interested and engaged. I involve them with games and I usually let them play charades. Anything to keep them from being bored and to help them learn the curriculum.

[Military Veteran Employee Profile]