

## Ulysses Learning Welcomes Mary Kurer to Senior Consulting Team

**January 22, 2020. New York, NY.** Ulysses Learning is excited to announce the addition of Mary Kurer to its team of customer experience, performance improvement, and master coach consultants. “Mary’s expertise in customer service, sales, and coaching is an asset to our clients,” says Dina Vance, Ulysses’ Senior Vice President and Managing Partner, North America. “Contact center performance improvement is more complex than ever. Mary will work closely with our clients, so they have the skills and support needed to close performance disparities and coach their representatives, helping them evolve into true customer advocates and advisors.”

Leading contact centers have long benefited from Ulysses Learning’s artful blend of patented simulation-based e-learning, facilitated exercises, coaching and tools proven to build **Judgment@Work™** and dramatically lift first call resolution and customer satisfaction scores. Ulysses’ consultants support clients during all phases of training project implementation and beyond.

“Mary’s wealth of experience means our clients will have access to additional best practices that will provide immeasurable benefits through client calibration calls, monthly master coach meetings, and one-on-ones,” adds Vance. “She’ll be working closely with other Ulysses executives, especially Anne Nickerson, Vice President, Client Advocate, along with the support of myself and Susan Meyer, Vice President, Client Services.”



Mary Kurer has more than 20 years of results-driven experience in organizational development, business management, leadership, and adult education. Throughout her career, Mary has dedicated herself to bringing out the best in people, helping them reach their full potential. Among the positions she’s held include: Director of Continuing Education at the University of Wisconsin—Washington County; Director of Recruitment and Leadership Development at Westbury Bank; Organizational Development Manager at Manitou Group; and Learning and Development Specialist at West Bend Mutual Insurance Company. Before joining the Ulysses team, she also served as Executive Director at West Bend Economic Development Corporation, and before that Executive Director at Family Center of Washington County.

“I’m thrilled to be a part of the Ulysses team and look forward to partnering with clients to help further develop skills so they can successfully address customer needs and transform their customer experience,” says Mary. “One of my favorite activities is to help others get to the bottom of performance issues and peel back the layers to determine the best way to close performance gaps. From a learning and development perspective, it could be a skill, experience, or a resources and tools gap. I enjoy helping uncover the best combination of solutions to address their needs and maximize contact center performance.”

###

***UlyssesLearning*** was founded in 1995 as a joint venture with Northwestern University’s Learning Sciences department and continues to bring clients new, innovative enhancements to its industry-leading training. Contact centers achieve profound business results, ahead of schedule, with Ulysses Learning’s artful blend of patented simulation-based e-learning, facilitated exercises, coaching, and tools, that *redefine* the way customers are cared for and *transform* customer service, sales, and coaching cultures. **Ulysses has the only training proven to build emotional intelligence or “EQ” so that *Judgment@Work*<sup>™</sup> can be confidently, consistently, and expertly applied on every call.**

**Ulysses Learning is a multi-year recipient of the Gold Stevie© Award for best contact center customer service training.**

**Begin your contact center transformation now.** Phone 800-662-4066 or visit [www.ulysseslearning.com](http://www.ulysseslearning.com) to get started.