

Ulysses Learning Welcomes Carole Cowperthwaite-O'Hagan to Senior Consulting Team

January 19, 2021. New York, NY. Ulysses Learning is excited to announce the addition of Carole Cowperthwaite-O'Hagan to its team of customer experience, performance improvement and master coach consultants. "Carole is a well-respected business executive coach, trainer and author with deep expertise working with companies in the US and internationally," said Dina Vance, Ulysses' Senior Vice President and Managing Partner, North America. "Our clients know the power of building a coaching culture and Carole is an excellent fit. She possesses the skills they need to help 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 EQ@Work™, which includes a full spectrum of emotional intelligence attributes, to dramatically lift first call resolution and customer satisfaction scores. Ulysses' consultants support clients during all phases of training project implementation and beyond.



Over the years, Carole has cultivated a special talent for helping clients and organizations get from Point A to B with action-focused strategies and tactics. "Effective coaches go beyond having effective conversations," said Carole. "It's all about empowering people to self-discover ways they can be a part of strengthening and moving the culture forward. Only when they self-discover can they take action aligned with the organization and themselves."

Carole has more than 20 years of management and sales experience working in manufacturing, financial services, professional services, retail and IT industries. She is a Registered Corporate Coach (RCC) and lead instructor (RICC) for the Worldwide Association of Business Coaches (WABC), as well as a Certified Advanced Corporate Coach and Trainer (CACC). In addition, Carole co-authored two books, *The Coaching Conversation: Taking your Coaching Skills to the Next Level* and

Impacting Lives and Tough Times Tactic: A Brief Practical Guide to De-stressing, Recharging and Focusing.

“I feel very fortunate to be a part of Ulysses Learning and to serve such impressive client organizations,” says Carole. “During my onboarding I’ve been able to observe my Ulysses colleagues and clients in action and if I had to sum up my experience so far in one word, I’d have to say ‘Wow!’ It’s so refreshing to work with individuals and teams that understand the importance of coaching for performance using sound and demonstrable emotional intelligence best practices. Being able to help our clients grow and develop is more than rewarding for me. It’s truly a gift.”

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UlyssesLearning was founded in 1995 as a joint venture with Northwestern University’s world renown Learning Sciences department. Since then, Ulysses continued focus on research and development brings clients new, innovative enhancements to its industry-leading training and performance improvement solutions. Contact centers achieve profound business results, ahead of schedule, with Ulysses Learnings’ 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 one of the only training systems proven to build emotional intelligence or EQ@Work™ enabling reps to develop skills to empathize with others, build stronger customer bonds, and improve team dynamics with confidence, consistency, and excellence.

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 to get started.