

Ulysses Learning's New *EQ@Work* Training Receives High Marks from Contact Center Teams Impacted by Pandemic-Related Stress

August 8, 2021. New York, NY. Ulysses Learning's newest training solution—*EQ@Work*[™]—has recently received praise for helping contact centers rebuild strong, high-performing teams amid the ever-present stress of providing exceptional service during difficult times. “Many contact centers are now feeling the rippling effects of the pandemic including the impact to their team’s performance,” said Dina Vance, Ulysses’ Senior Vice President and Managing Partner, North America. “They’re physically and emotionally exhausted by how the past year has changed nearly every aspect of their lives and the training reconnects them to their excellence within—their own personal expression of who they are, how they deliver service, and how they interact with others.”

EQ@Work helps contact center representatives gain a greater understanding of themselves—self-awareness of their traits, feelings, and behaviors—which is the cornerstone of having a high EQ or emotional intelligence. Experts have long reported that people with high EQs demonstratively and consistently handle stress better and perform at significantly higher levels of excellence than people who don’t.

There are three powerful elements that make up Ulysses Learning’s *EQ@Work* training solution. They include ONE, a “Core Drivers” online personality diagnostic/assessment and online dashboard for individualized ongoing learning and coaching; TWO, an EQ and Team Building Virtual Workshop that helps learners bring their diagnostic results to life and apply what they’ve learned; and THREE, a fun “30-Day Challenge” which helps teams accelerate their learning.

“We’ve been told what makes this training effective is that it’s unlike other programs reps have received in the past and they really connect with it,” said Vance. “Of all the comments we’ve received, I’m really encouraged by the feedback that the exercises and group shares, which make up the bulk of the training experience, help bring teams closer together because they’re strengthening their understanding of each other, as well teambuilding, empathy, and kindness skills.”

EQ@Work is a complete training solution for top performing contact centers, featuring the AI-powered Core Drivers Online Diagnostic assessment and Online Digital Coach by Ulysses’ partner [Deeper Signals](#), which is expertly interwoven into Ulysses’ inspiring self-awareness and team-building virtual workshop and high-impact “30-Day Challenge” Learning Accelerator.

Specifically, Ulysses' **EQ@Work** helps contact center teams: maximize team impact at work through enhanced self- and team-awareness; confidently handle a growing percentage of emotional callers; help leaders more effectively connect with their teams and inspire performance excellence; break down barriers that cause reps to feel isolated; create stronger and more fulfilling customer and employee connections through kindness; reduce friction among team members; and enhance understanding of differences.

The proven, validated assessment and training is based on the Five-Factor model of personality—the most scientifically supported personality model—and is internationally recognized for its credibility and validity. Learn more about **EQ@Work** by contacting [Ulysses Learning now](#).

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Ulysses Learning 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.