

## **Ulysses Learning Wins Gold STEVIE® AWARD in 11<sup>th</sup> Annual Stevie Awards for Sales & Customer Service**



**March 7, 2017 – New York, NY.** Ulysses executives were recently notified that **Ulysses Learning** has won a **Gold Stevie® Award** in the **Customer Service or Call Center Training Practice of the Year** category in the 11th annual [Stevie Awards for Sales & Customer Service](#).

The Stevie Awards for Sales & Customer Service are the world’s top honors for customer service, contact center, business development, and sales professionals. The Stevie Awards organizes several of the world’s leading business awards programs including the prestigious American Business Awards<sup>SM</sup> and International Business Awards<sup>SM</sup>.

The awards were presented during a gala banquet on Friday, February 24, at Caesars Palace in Las Vegas, Nevada. More than 650 executives from around the world attended.

More than 75 members of several specialized judging committees determined the Gold, Silver, and Bronze Stevie Award placements from among the Finalists during final judging earlier this month. Finalists were determined by another 77 judges.

“I am delighted to receive this recognition on behalf of the Ulysses Learning team and our clients whose success motivates us to continue to raise the bar in providing unsurpassed contact center customer service, sales, and coaching training and ongoing performance improvement solutions,” comments Dina Vance, Senior Vice President, Managing Partner North America. “I believe the reason why we received the highest award, the Gold, is because of our clients, their long-term commitment to partnering with Ulysses, and their ability to consistently achieve their targeted business outcomes. This is truly their award as well.”

Judges providing comments on Ulysses Learning’s solutions noted the company’s innovation, evidence-based and validated results, as well as their “deep dive” into developing the emotional intelligence of contact center agents and coaches. They specifically gave Ulysses accolades for their patented

simulation-based e-Learning products which deliver more realistic and meaningful learning experiences that produce desired results in a shorter period of time. The judges also gave special recognition to Ulysses for putting EQ or Emotional Intelligence at the center of its learning content, allowing contact center representatives and their coaches to confidently, consistently, and expertly apply sound judgment in every interaction.

“Our work in building EQ in contact center staff is ongoing,” cites Vance. “It’s the foundation to strengthening what we call *Judgment@Work* which develops customer service, decision making, communications, team work, flexibility, empathy, and accountability, among other critical skills.”

Details about the Stevie Awards for Sales & Customer Service and the list of Stevie winners in all categories are available at [www.StevieAwards.com/sales](http://www.StevieAwards.com/sales). Sponsors and supporters of the 11th annual Stevie Awards for Sales & Customer Service include Sales Partnerships, Inc. and ValueSelling Associates, Inc.

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*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.**

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