

# What do your very best people say and how do they say it?

Prepare to Be Surprised

## The Communication Coach Simulation Learning System

Dramatically improving  
conversation based performances

Rapidly Delivers Dramatic Improvement



Coaching



Service



Sales



Collections



Tech Support

When the stakes are high, you don't want your team rehearsing on real customers.

- + Rapidly develops your team's competence, confidence and consistency, in the conversations they have. (Service, sales, coaching, collections, tech support)
- + Simple to use and proven to be incredibly effective at changing behavior *fast* through automated, quick digital practice simulations.
- + Completely customized scenarios simulate any conversation and provide the foundation for "Perfect Practice" through ongoing "Performance Conditioning®". Practice sessions are condensed in very short "bursts".
- + The system delivers high impact soft skills practice, training, accountability and much more!



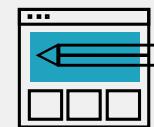
Voice Simulations



Video Practice & Challenges



Highly Customizable



Add Your Own Resources



Mobile Features

For a limited time, we'll include this suite of soft skills eLearnings:

Effective Listening Made Easy • Using Questions to Make a Difference • Using Your Voice to Manage Meaning & Influence • Syncing Up to Others – Rapid Rapport and Influence • Insights that Transform the Customer Experience • The Coaching Conversation • "Using Windows" • The 4 Most Important Words • Building Customer Loyalty • Empathy • Responding Appropriately • Accent Modification

What's likely missing for your team is the quantity and quality of "perfect practice" required to consistently optimize their performance.



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**Client A:** Added \$33.5 million to the top line with the same headcount while the industry was flat. Increased the stick rate by 17% and had the highest service quality ratings in the history of the organization.

**Client B:** Went from 68,000 confirmed sales in the baseline year to 149,000 confirmed sales with the same headcount

**Client C:** Achieved and maintained the doubling of the conversion rate of leads to sales with a 12% net increase in dollars per conversation by the sales reps.

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**“Working with Success Sciences using the Communication Coach Simulation system and their CX/sales training program was foundational to the cultural transformation we set out to achieve. One year later, our sales per call were sixty percent higher than the national average and forty percent higher than the next best performing team. In addition, our AHT and cost per call remained substantially under budget and our monthly quality ratings were consistently among the best in the country.”**

- Senior Leader, Telecom



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Building Better Business Relationships™

Contact us today to explore your priorities and participate in a no obligation demonstration. [Click here](#) for a 3-minute preview.