



## Business Confidential Now with Hanna Hasl-Kelchner. Business Conflict Management by Richard Blank

Season 10 Episode 5. Discover how can we get better and improve our conflict management skills with these great tips from Richard Blank, Chief Executive Officer for Costa Rica's Call Center.

# Easy Ways to Improve Business Conflict Management Skills with Richard Blank

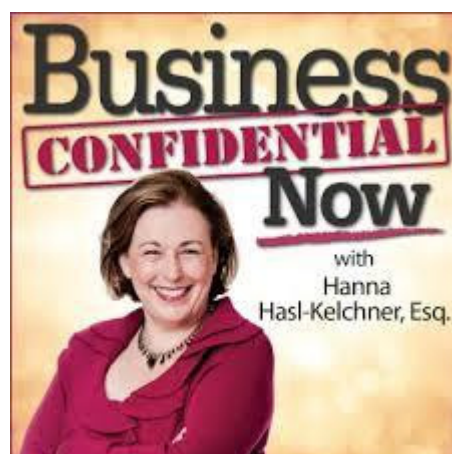
**NEW EPISODE**

**Business CONFIDENTIAL Now**

**Richard Blank**  
CEO, Costa Rica's Call Center

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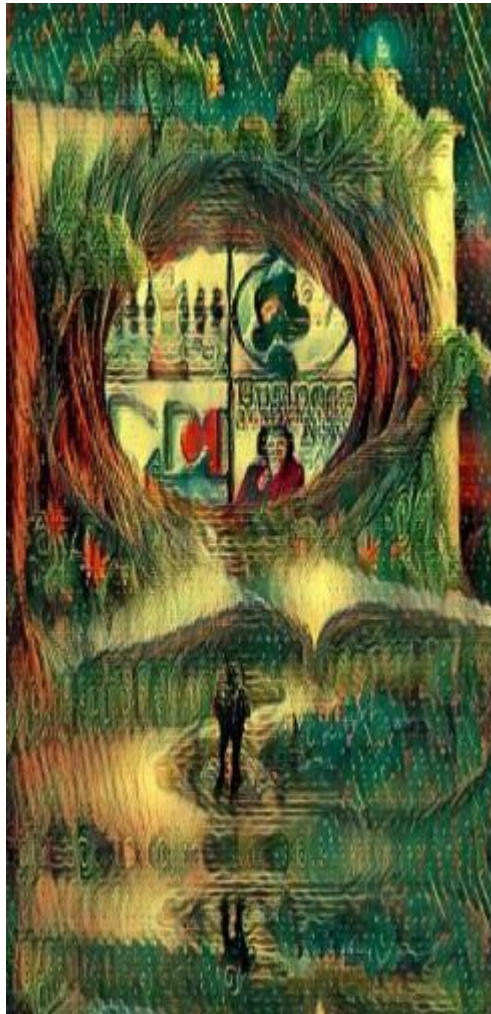
Business Confidential Now always aims to give you smart, practical, and timeless tips focused on helping you see things hidden in plain view that matter to your career and bottom line.



Conflict management skills are one of those talents some people are better at than others but being able to turn down the heat in a conversation and find a solution is a powerful leadership competency that can be used where we work, where we play, and even at home in our personal lives.



And who better to talk about this delicate subject than the founder of a call sales center, a business whose daily bread a butter deals with the conflict surrounding unwanted solicitations and complaints!



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### What You'll Discover About Conflict Management Skills:

The conflict management skills most people are missing

The factors contributing to the lack of conflict management skills development

The role of control in conflict management

The importance of self-awareness in conflict management

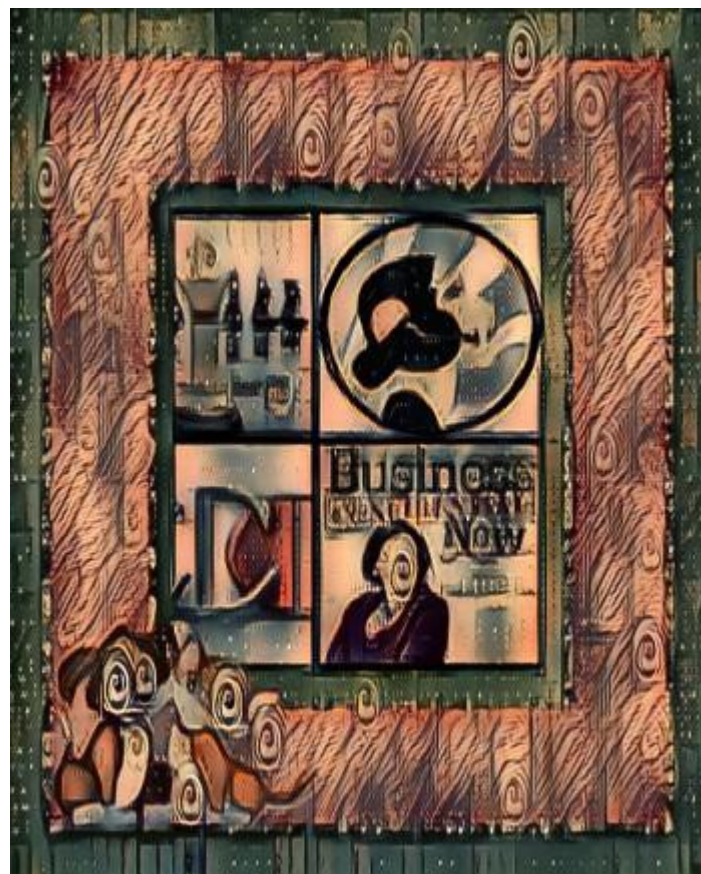
The Podcast for Smart Executives, Managers, and Entrepreneurs

Improve Business Performance by

Identifying Issues Hiding in Plain View That Matter to Your Bottom Line



WHY LISTEN? Because what you don't know about business can really hurt you  
WHAT DO YOU GET? Interviews with experts and thought leaders on topics you need to succeed  
WHAT ELSE? Curated Playlists to zero in on topics you're most interested in  
WHEN? Every Thursday



WHERE? Available wherever podcasts are streaming  
WITH? Your no nonsense host, Hanna Hasl-Kelchner

And MUCH more.



Business comes at you fast and no one can afford to get blind-sided by business issues hiding in plain view that matter to your bottom line.





Business Confidential Now gives you access to the business information you need to succeed in weekly interviews with thought leaders, experts, and authors who share their secrets for more business success. It's everything from people management, sales, marketing, and finance, to corporate governance and risk management.





These are the trusted advisors, the ones Big Business pay big bucks for, who are quietly igniting change behind closed doors and transforming businesses around world. Check out our past episodes and subscribe to the show.



Hosted by Hanna Hasl-Kelchner, MBA, JD

I've been a trusted advisor for more than 35 years, helping influential decision makers ranging from start-ups to the S&P 500 to the White House and I've seen first-hand how what you don't know in business really can hurt you.



Even if you have one of those fancy Ivy League MBAs, it's impossible to have all the answers – there are simply too many nooks and crannies in business to be good at everything. I know first-hand because I HAVE one of those fancy MBAs, I've even taught at some of those fancy MBA schools and have been a practicing attorney.



BUT it is possible to discover where those nooks and crannies are, to learn what questions should be asked and to have some fun in the process. That's where Business Confidential Now comes in. It gives you access to business information you need to succeed.





Unlike most lawyers, I have both entrepreneurial and corporate experience. Growing up I had a front row seat to my parents American Dream, watching them build a successful business from scratch and later ran my own business before age 30.



I've sat on both sides of the desk and that's why today I love to bridge the gap between business and law through public speaking, teaching and mentoring through Business M.O.,

LLC, and with M.O.'s Business Confidential Now podcast, to help entrepreneurs see business issues hiding in plain view.

Doing the right things in the right way is not only the right thing to do, it's smart business because you're creating a workplace where employees can be their best selves, contribute amazing things and skyrocket your business.



It lets you build a business that's not only profitable; but, one you can be proud to tell your grandkids about some day. It also helps keep you out of court.

'Common, you knew I had to mention that.

Oh . . . and don't forget to check out my new book, Seeking Fairness at Work: Cracking the New Code of Greater Employee Engagement, Retention & Satisfaction.



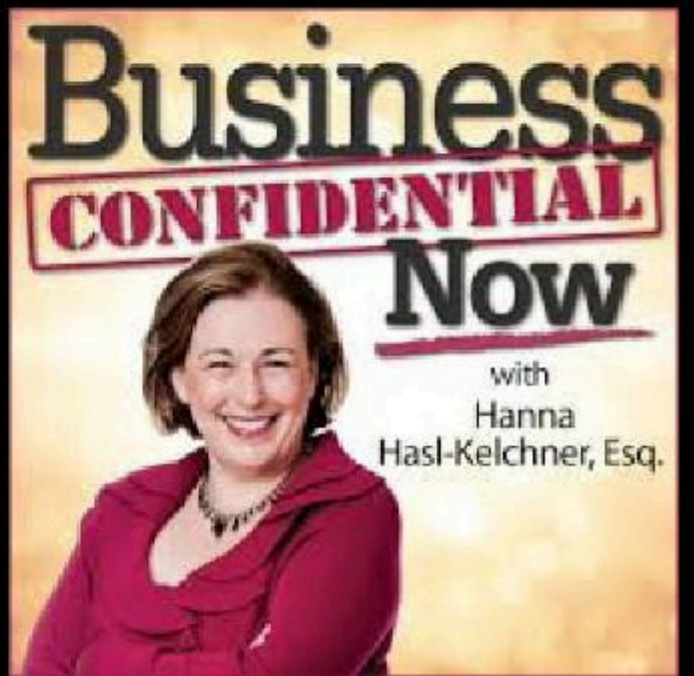


It was recently awarded a Silver Metal Book Award by the Nonfiction Authors Association. I'm on a mission to help build healthier business cultures because it's the secret to happier employees, a more robust bottom lines, and business prosperity. In this channel I bring you video excerpts from my Business Confidential Now podcast to bring you for valuable information and tips about business issues hiding in plain view that matter to your bottom line.





Business Confidential Now gives you access to the business information you need to succeed in weekly interviews with thought leaders, experts, and authors who share their secrets for more business success. It's everything from people management, sales, marketing, and finance, to corporate governance and risk management.



When he was 27, he relocated to Costa Rica to train over 5000 employees for one of the larger call centers in San Jose. He's also trained over 10, 000 so he knows a thing or two about conflict management.

#### Appreciation and Further Engagement

I think you're right, Richard. It's about the breakthroughs. So thank you. I appreciate you and the work that you do in helping people improve their conflict management skills. And if you're listening and you'd like to know more about Richard Blank, that information as well as a transcript of this interview can be found in the show notes at [businessconfidentialradio.com](http://businessconfidentialradio.com).



### Managing Face-to-Face Conflict

Let's just say it's face to face. I believe in energy givers and energy suckers. If someone is giving you energy, look straight in their eyes. But if they're intimidating you, if they're yelling at you, making you uncomfortable and off balance, there is a trick. Look in between their eyes. It really does look like you're looking in their eyes, but they're not going to get you off balance. That's number one. Number two, when you're not speaking, the best thing to do is to practice breathing.

Coaching for Breakthroughs and Growth





We're the best coaches, Hannah. All we do is look for ways to delegate and promote people. And the greatest satisfaction you and I get is walking those rows and standing next to someone who's having breakthroughs, shedding skin, getting so much better and becoming much more marketable. That's paying it forward, in my opinion.  
Effective Listening and Engagement Strategies

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Tons of things. First is taking copious notes and speaking second because what you might think is a priority could be something that they're not even interested in. A lot of the times the potential client or existing client will disclose to you the areas of improvement or the areas that they like. These are also areas to possibly get a referral and upsell and the retention. But in my opinion, it almost should be a two for one in the beginning

### The Importance of Active Listening

As a result, managing conflict and helping your employees improve their conflict management skills is an important part of your work that I'm hoping we can learn from. In your experience, what conflict management skills are most people missing? I believe, Hannah, that most people are missing active listening skills to be much more engaged in conversations, to get that first call resolution, build rapport, keep a client, save a marriage.

### Conflict Resolution through Personal Experience



In your opinion, what's the most important thing we can add to our conflict management skill toolbox? Asking someone if you may make a suggestion prior to saying something. They might not like what you hear, but it reduces it. Almost by half. And if you're going to make a suggestion about somebody and you know they might get offended or they might be embarrassed, before you make the suggestion, refer back to yourself. If you're this mentor with wisdom, let them know what happened when you forgot to put too much gas in your car and you ran out of gas. May I make a suggestion? It might be an extra five bucks to get to the beach because five years ago I was in the convertible. Hannah and I were having fun. Next thing you know, I ran out of gas and ruined the day. And it's just an excellent, excellent, excellent way to diffuse that situation and to give that sort of advice through wisdom. I love that sort of stuff.





Richard's journey in the call center space is filled with twists and turns. When he was 27 years old, he relocated to Costa Rica to train employees for one of the larger call centers in San Jose. With a mix of motivational public speaking style backed by tactful and appropriate rhetoric, Richard shared his knowledge and trained over 10 000 bilingual telemarketers. Richard Blank has the largest collection of restored American Pinball machines and antique Rockola Jukeboxes in Central America making gamification a strong part of CCC culture. Richard Blank is the Chief Executive Officer for Costa Rica's Call Center since 2008.





Mr. Richard Blank holds a bachelors degree in Communication and Spanish from the University of Arizona and a certificate of language proficiency from the University of Sevilla, Spain. A Keynote speaker for Philadelphia's Abington High School 68th National Honors Society induction ceremony. In addition, inducted into the 2023 Hall of Fame for Business. Giving back to Abington Senior High School is very important to Mr. Blank. As such, he endows a scholarship each year for students that plan on majoring in a world language at the university level.

Costa Rica's Call Center (CCC) is a state of the art BPO telemarketing outsource company located in the capital city of San Jose, Costa Rica. Our main focus has been, and will always be to personally train each and every Central America call center agent so that we may offer

the highest quality of outbound and inbound telemarketing solutions and bilingual customer service to small and medium sized international companies, entrepreneurs as well as fortune 500 companies.



We encourage you to visit one of our call centers on your next personal vacation or business trip to Central America's paradise, Costa Rica. While you are here, we would recommend taking an extra day of your trip to visit breathtaking virgin beaches, play golf next to the ocean, try your luck at deep sea fishing, explore tropical jungles, climb volcanos or just relax in natural hot springs. Come and see for yourself why call center outsourcing in Costa Rica is a perfect solution for your growing company and a powerhouse in the BPO industry.



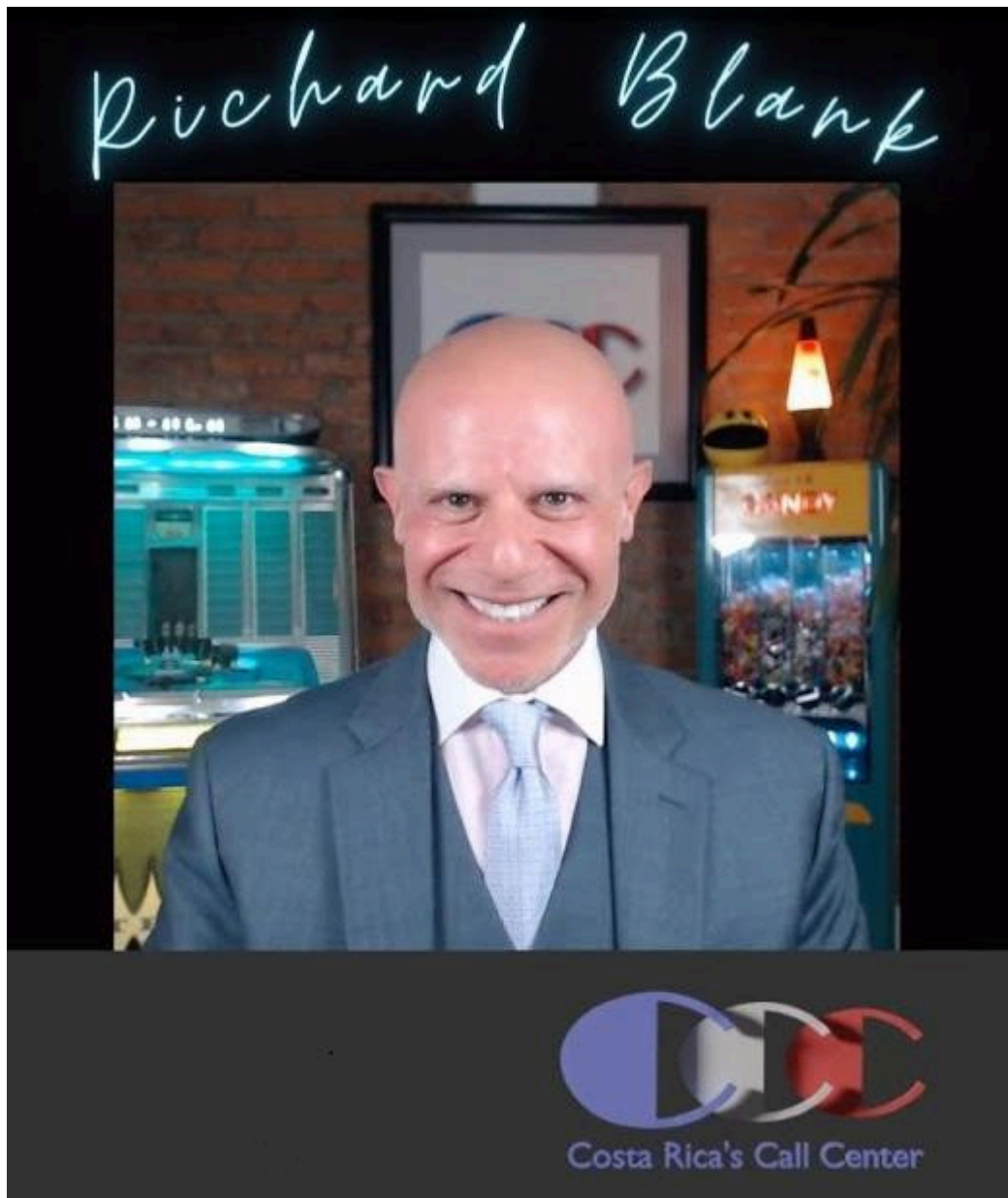
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Hanna Hasl-Kelchner, Business Confidential Now, Richard Blank, Costa Rica's Call Center, Outsourcing, Telemarketing Call Centre, BPO, Nearshore Contact Center, Sales, Entrepreneur, B2B, Business, Podcast, Gamification, Leadership, Marketing, CX, Guest, Money, B2C education, BPO trainer, call centre, contact centre, contact center

