



Andrew Chesnutt presents The Hustle and Grind Podcast. Call Centers and Pinball with Richard Blank

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.



We all have a story to share that can inspire others.



My mission in life is to help as many people get onto stages as I can.



I do this through my keynote architect framework and through The Green Room, a platform designed to match speakers and event coordinators.



Nickel City Learning Solutions

Our goal is to create exceptional learner experience by creating engaging e-learning experiences. We specialize in exceptional customer service training designed to give your customer service representatives the tools they need to leave your customers with the feeling that your company truly appreciates their business.

We also specialize in e-learning simulations where learners will be able to try the skills they've learned in a controlled environment designed to allow them to experiment.



NICKEL CITY
LEARNING SOLUTIONS

The cover features a background of a newspaper with a lighthouse and a megaphone. The text 'The Hustle & Grind Podcast' is written in a bold, black, sans-serif font.

The Hustle & Grind Podcast

The cover features a background of a newspaper with a megaphone and a circular portrait of Richard Blank. The text 'The Hustle & Grind Podcast' is written in a bold, black, sans-serif font.

The Hustle & Grind Podcast

Richard Blank

The cover features a man smiling in front of a background with dollar signs and a trophy. The text 'TURN STORIES INTO SUCCESS' is written in a bold, yellow, sans-serif font.

TURN STORIES INTO

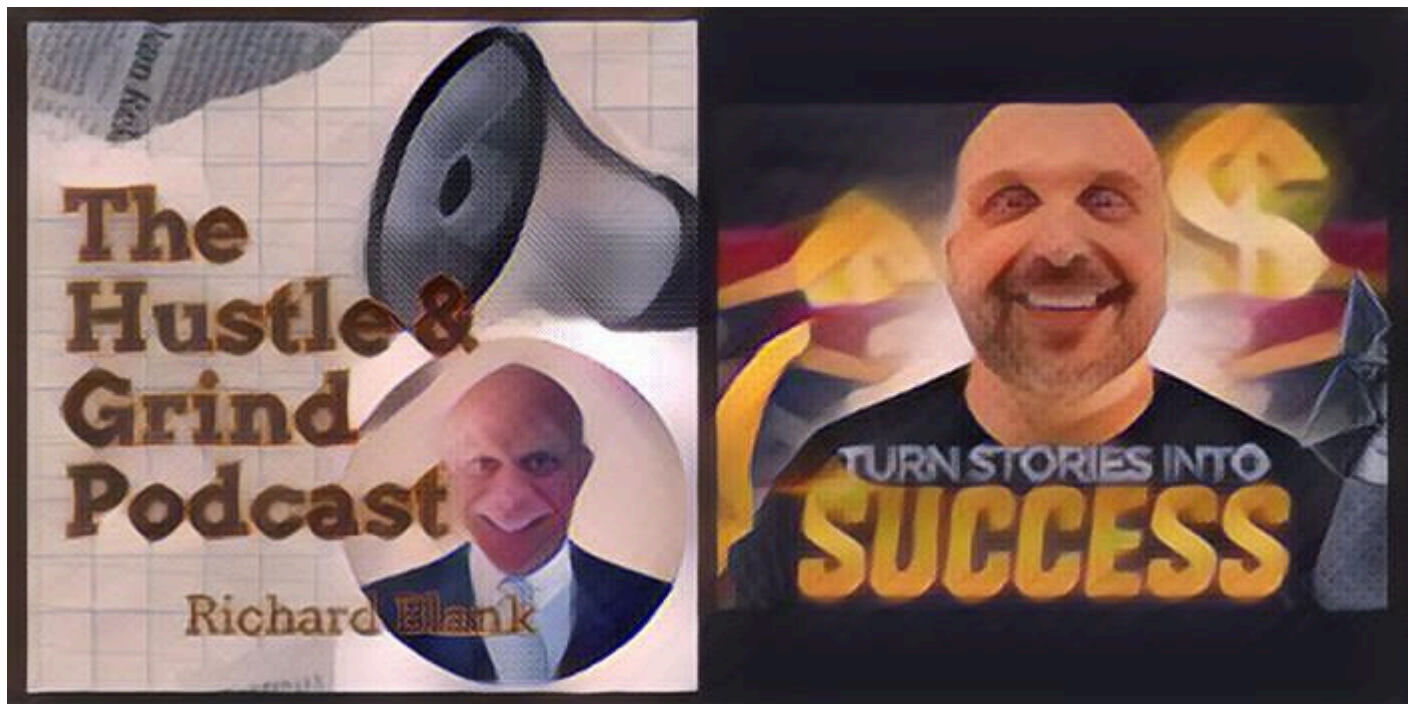
SUCCESS



Hired bassist Garry Gary Beers of INXS.



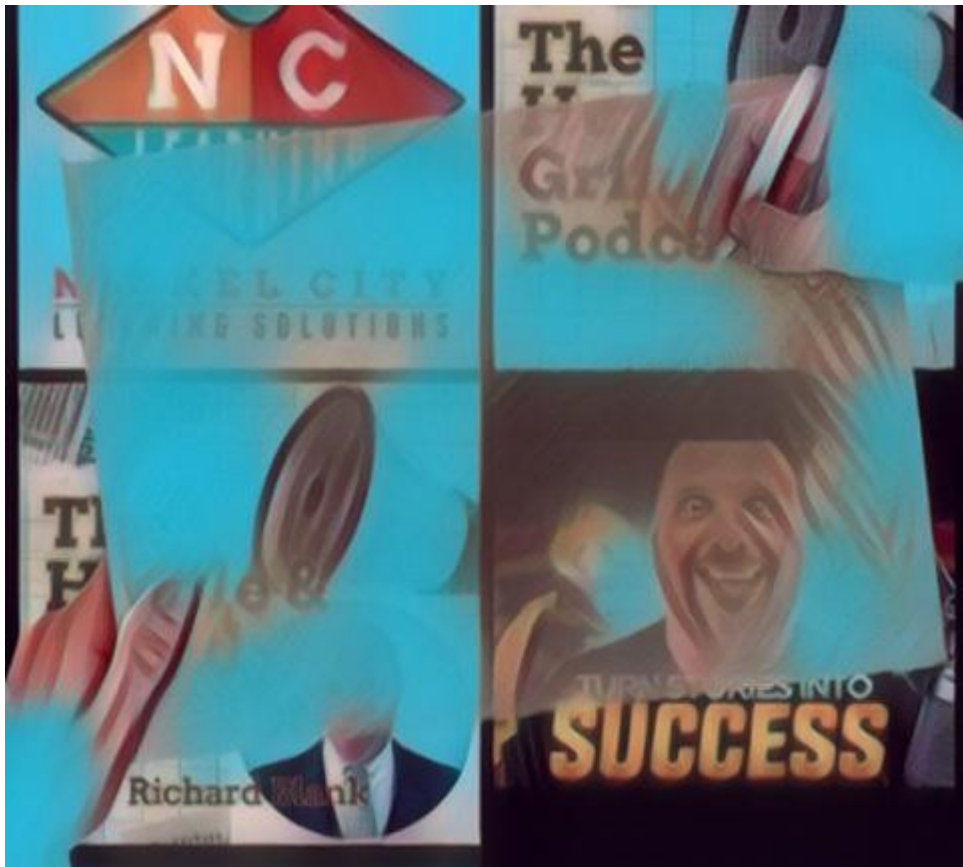
Andrew Chesnutt, The Hustle and Grind Podcast, Richard Blank, Costa Rica's Call Center, Outsourcing, Telemarketing Call Centre, BPO, Nearshore Contact Center, Sales, Entrepreneur, B2B, Business, Podcast, Gamification, Leadership, Marketing, CX, Guest, Money, B2C education, BPO trainer, call centre, contact centre, contact center, trend, trending



About Nickel City

Nickel City Learning Solutions is your invaluable source for all of your training needs and goals. We focus on "brain based training," incorporating effective tools into a customized course that works for you. We tailor our instructional design to the priorities of individuals and achieve an unmatched level of retention.

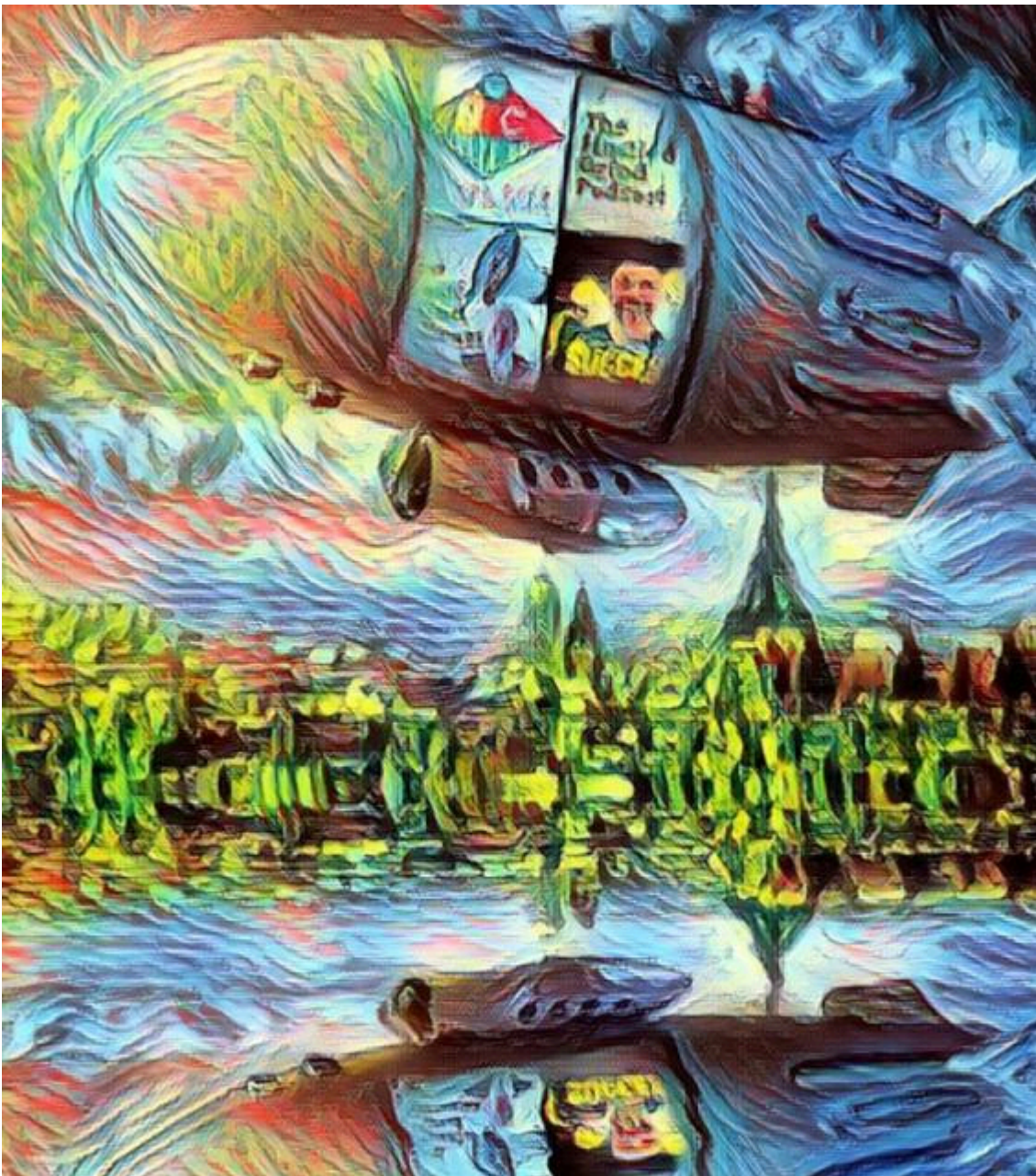
Hi, I'm Andrew, and I've spent the last 15 years creating eLearning and other courses as an Instructional Designer. I started as a customer service representative for a major mortgage lender and, shortly after starting, advanced to the training department. I'd taught before as a Professors Assistant and tutor in college as well as in other aspects of my career and have always loved teaching new things to others. A regular occurrence is my family and friends rolling their eyes when I go into "trainer mode". Think about this almost obsessive passion for excellent training being poured into your training programs.



My philosophy is that learning should be fun, relevant, and measurable. More and more, we're teaching the "Sesame Street Generation." These people are used to learning through interactive, visual stories. They're used to being entertained while learning and they're used to seeing the practical applications of the information being presented. My style of training takes advantage of these learning styles.



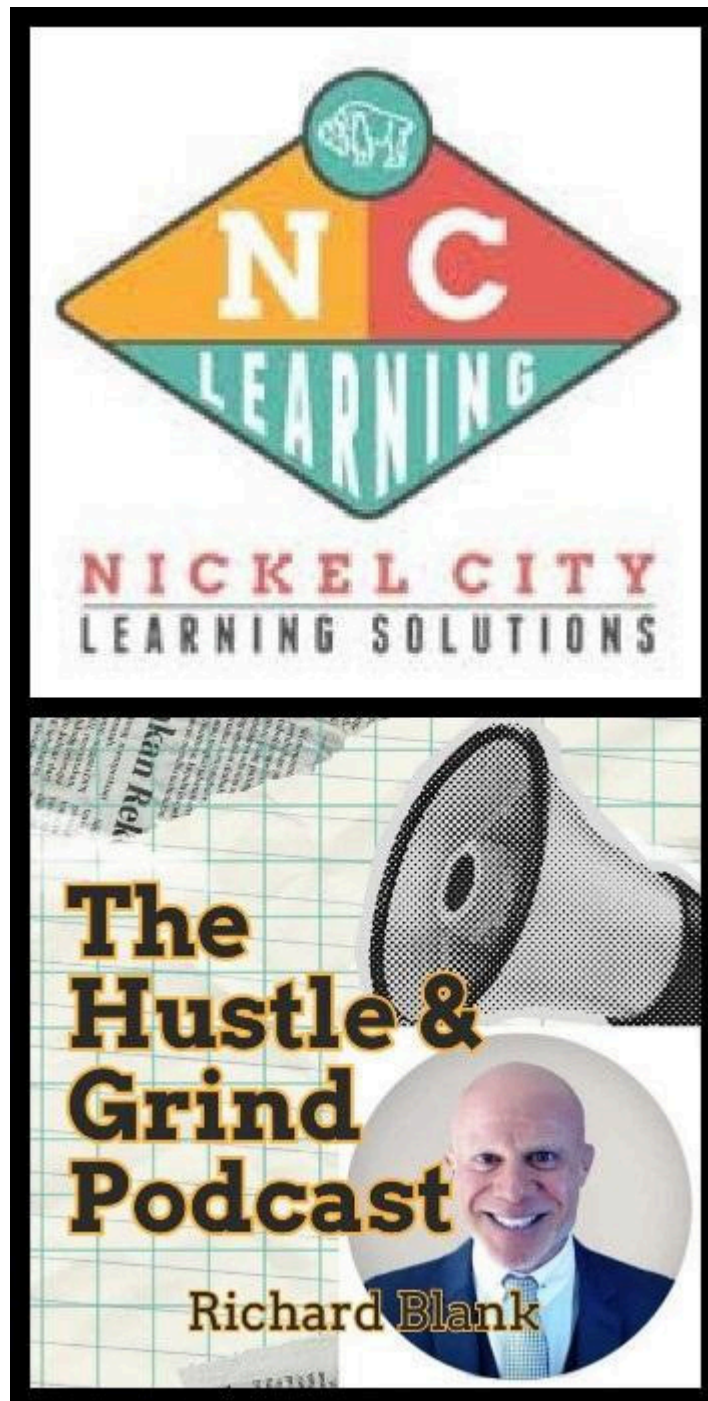
There are a number of different techniques I use to accomplish this, depending on the type of information being presented. In a hands-on course, you may need an interactive video where the learner is shown a task, then guides a virtual version of themselves through the process to eLearning, designed like an interactive story. The variations are endless.



Another training style I use is geared toward instructor-led training. Using the storytelling technique I use in eLearning, the learner in an instructor-led class will be led through the process of learning in an organized, relevant, but interesting way. Your trainers know the material they're teaching, so the courses I design for instructor-led training are geared toward giving the course some structure.



With these types of courses, you'll receive everything you need to conduct the course, including all PowerPoint presentations, eLearning, participant guides, and a facilitator guide to lead the facilitator through the process. You'll also have me as a resource to train your trainers so they'll be able to excel at what they do.



In addition to effectively communicating information, there also needs to be a process in place to determine the effectiveness of training. That's where I bring training analytics to the table. I use the Kirkpatrick Model to analyze the effectiveness of training.



This model gives feedback on a number of different areas of training, including how well learners absorbed the information, both shortly after training and a few months after training finishes and, what I think is very important, how the learner felt the training went. This gives you a better idea for what training is the most effective and what training might need some additional work. Take a look around my site to see some of my work and learn more about what it's like working with an instructional designer.

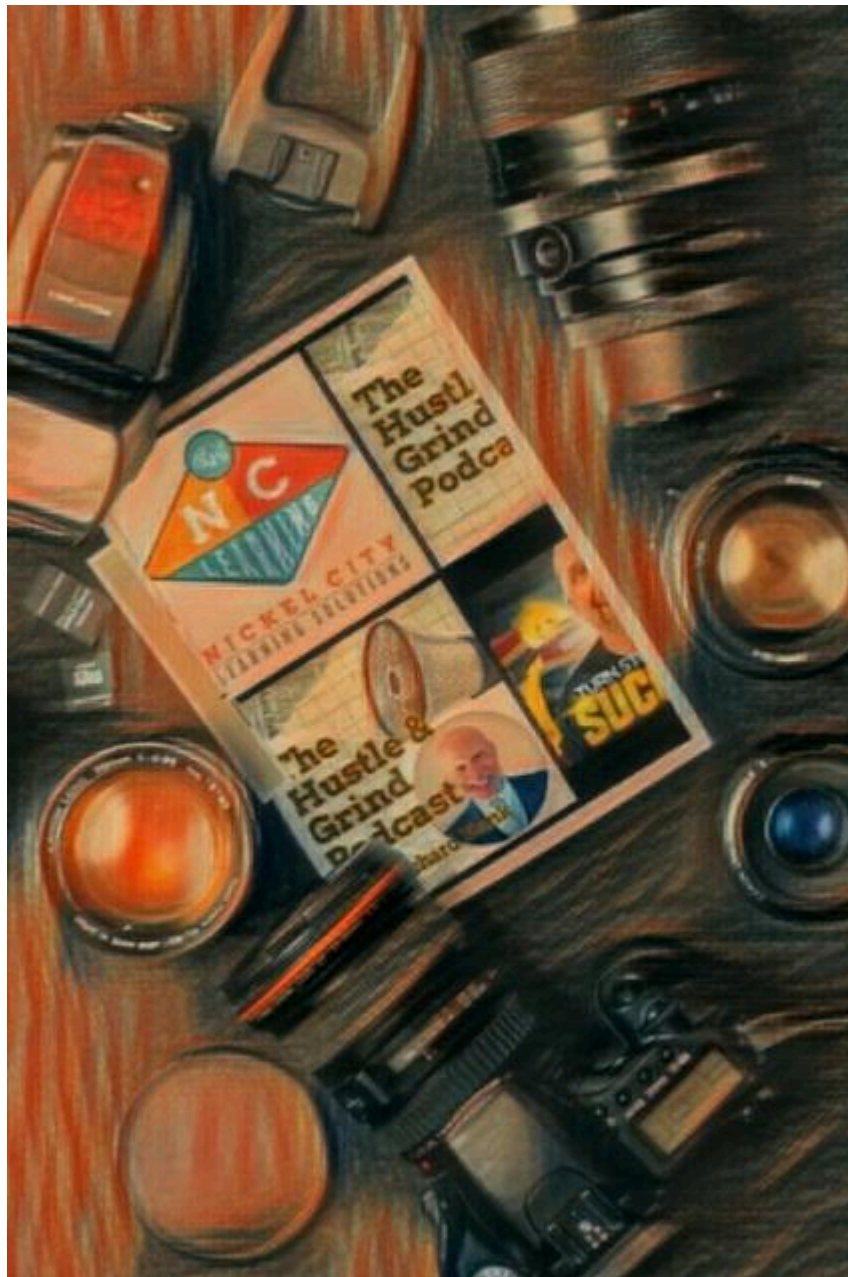


Presentation Prep

Do you have an important meeting or speech coming up? Let us help you create & design a

presentation that will be sure to engage the audience, whoever that may be. By using several different theories of instructional design, we help you succeed.

eLearning Design



The internet offers an efficient, convenient, and flexible means of providing educational information. Resources are accessible from anywhere and at any given time. No matter your schedule or location, you can take advantage of web-based learning.

Courses



Nickel City Learning Solutions specializes in designing custom courses geared towards education or training. Here you can learn a little bit about our process, as well as view a few example of courses that have been designed for other clients needs.

Richard Blank



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. CEO of Costa Rica's Call Center since February 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.



<https://costaricascallcenter.com/en/outbound-bpo-campaigns/>

#AndrewChesnutt #TheHustleandGrindPodcast #RichardBlank #CostaRica #CallCenter
#Outsourcing #Telemarketing #BPO #Sales #Entrepreneur #B2B #Business #Podcast
#Gamification #CEO #trend #trending



The Hustle & Grind Podcast

Richard Blank

