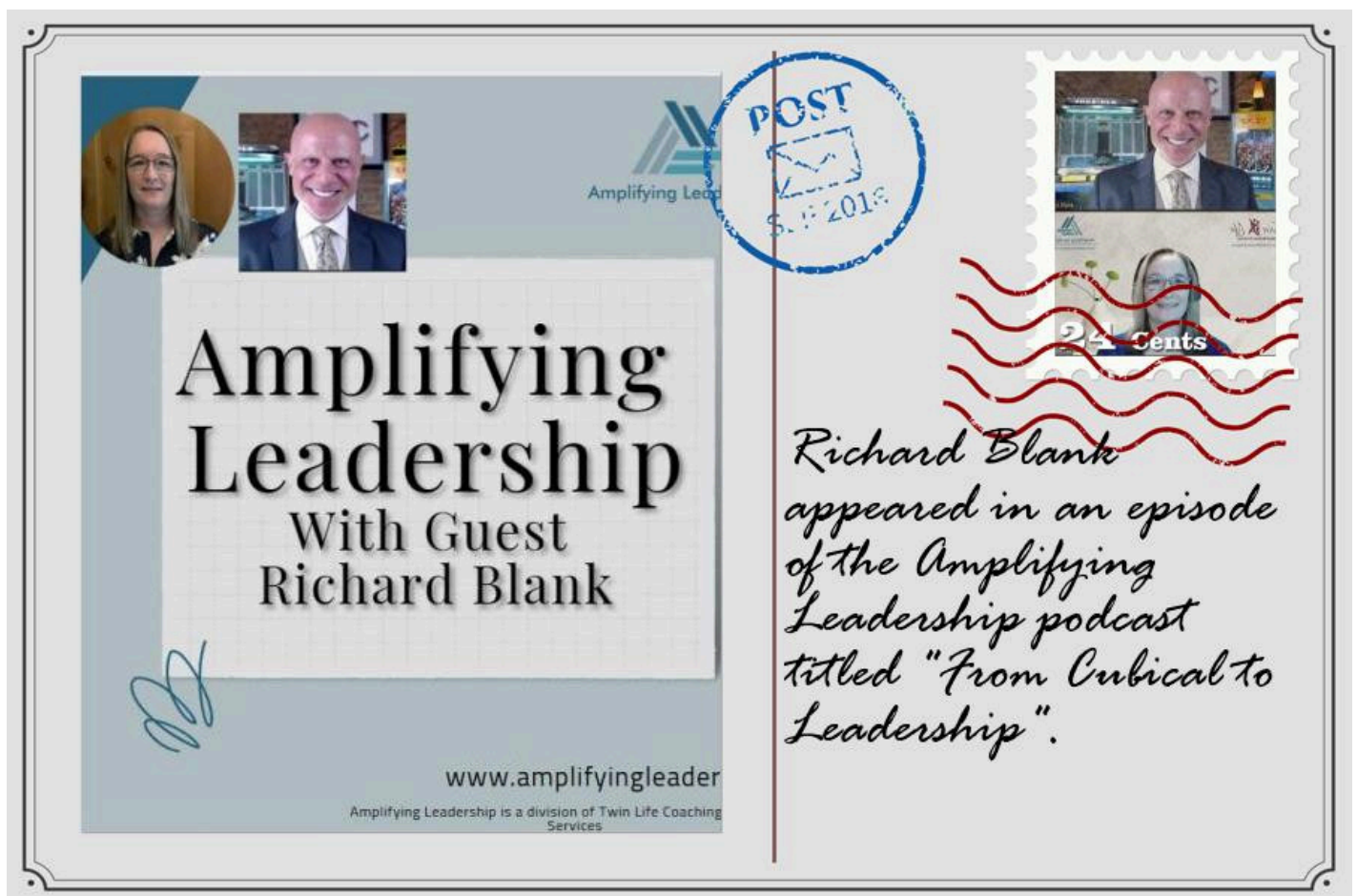




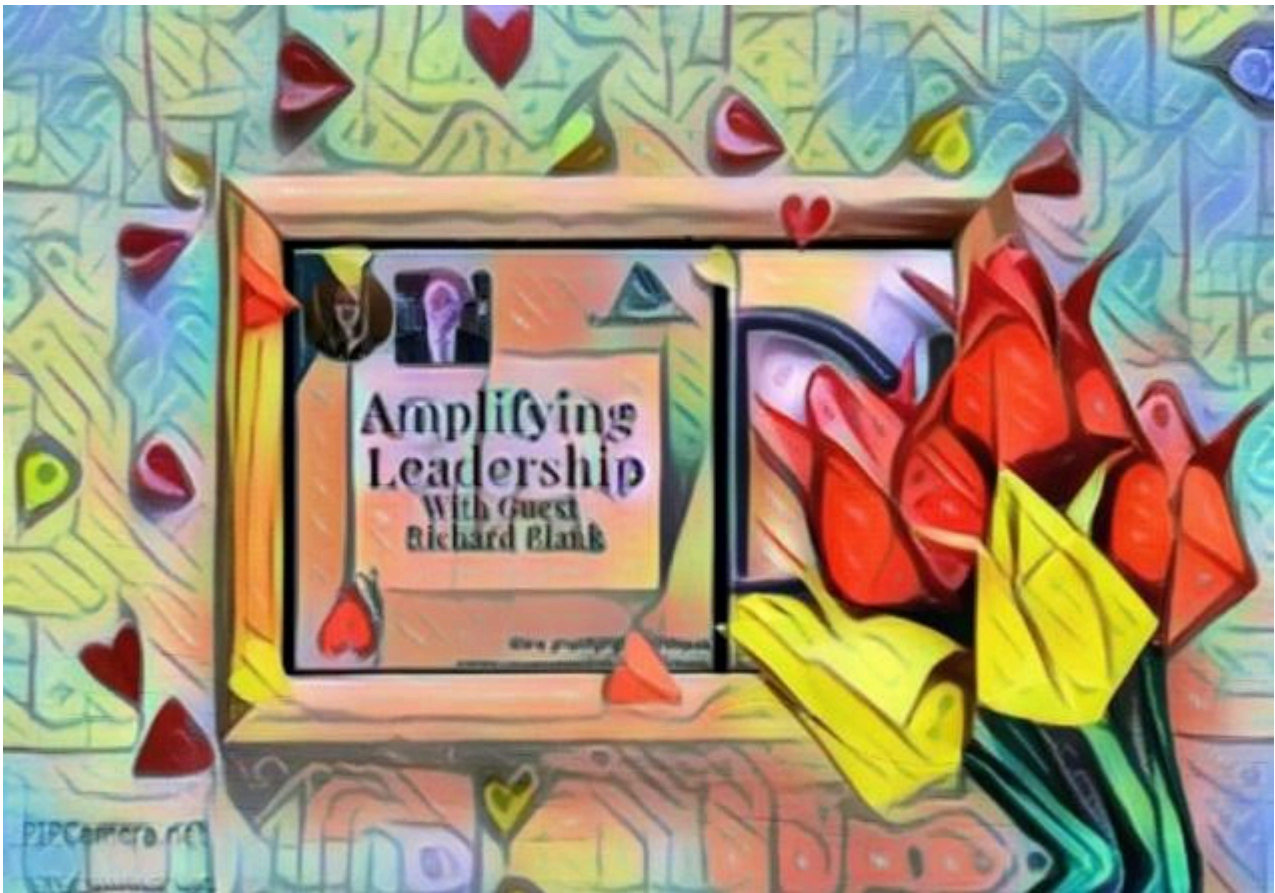
Amplifying Leadership Podcast by Tara Lehman. Twin Life Coaching & Business Services guest Richard B

In this episode, Richard Blank a speaker, trainer, CEO of Costa Rica's Call Centre, and I talk about many communication topics from conflict management, to the art of speech, empathy, and much more!

Enjoy! Richard Blank appeared in an episode of the Amplifying Leadership podcast



Our Amplifying Leadership podcast is where we talk about all the ways to make leadership great through our guest stories, tips, information, wins and challenges too!



We will discuss all aspects of leadership and how to build great leaders or leaders-to-be. From communication, authenticity, growth, learning from mistakes, to understanding our different points of view, this podcast will broaden your horizons and allow you to hear from other leaders who you just may resonate with too. Enjoy!

In this episode, Richard Blank a speaker, trainer, CEO of Costa Rica's Call Centre, and I talk about many communication topics from conflict management, to the art of speech, empathy, and much more! Enjoy!

Richard Blank appeared in an episode of the Amplifying Leadership podcast titled "From Cubical to Leadership". The podcast covers topics such as: Communication, Change management, Building teams and employees, and Professional development.

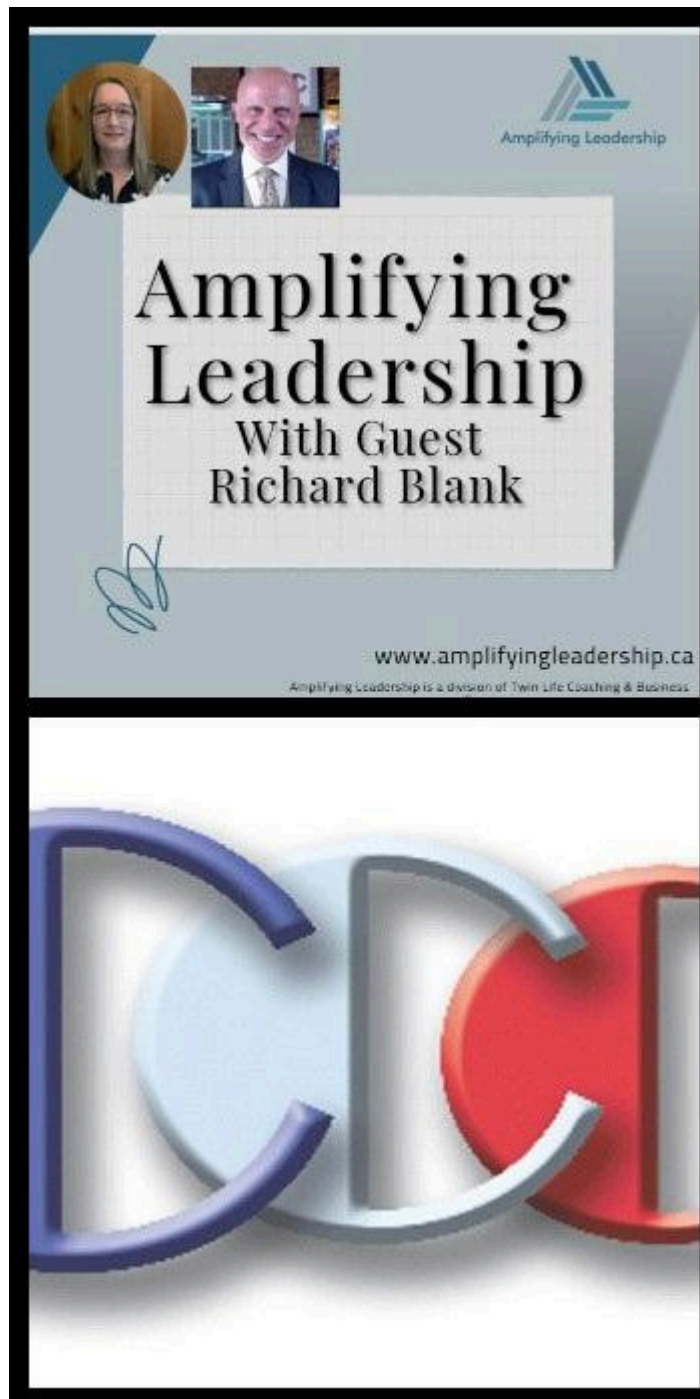


Expectations and Disappointments

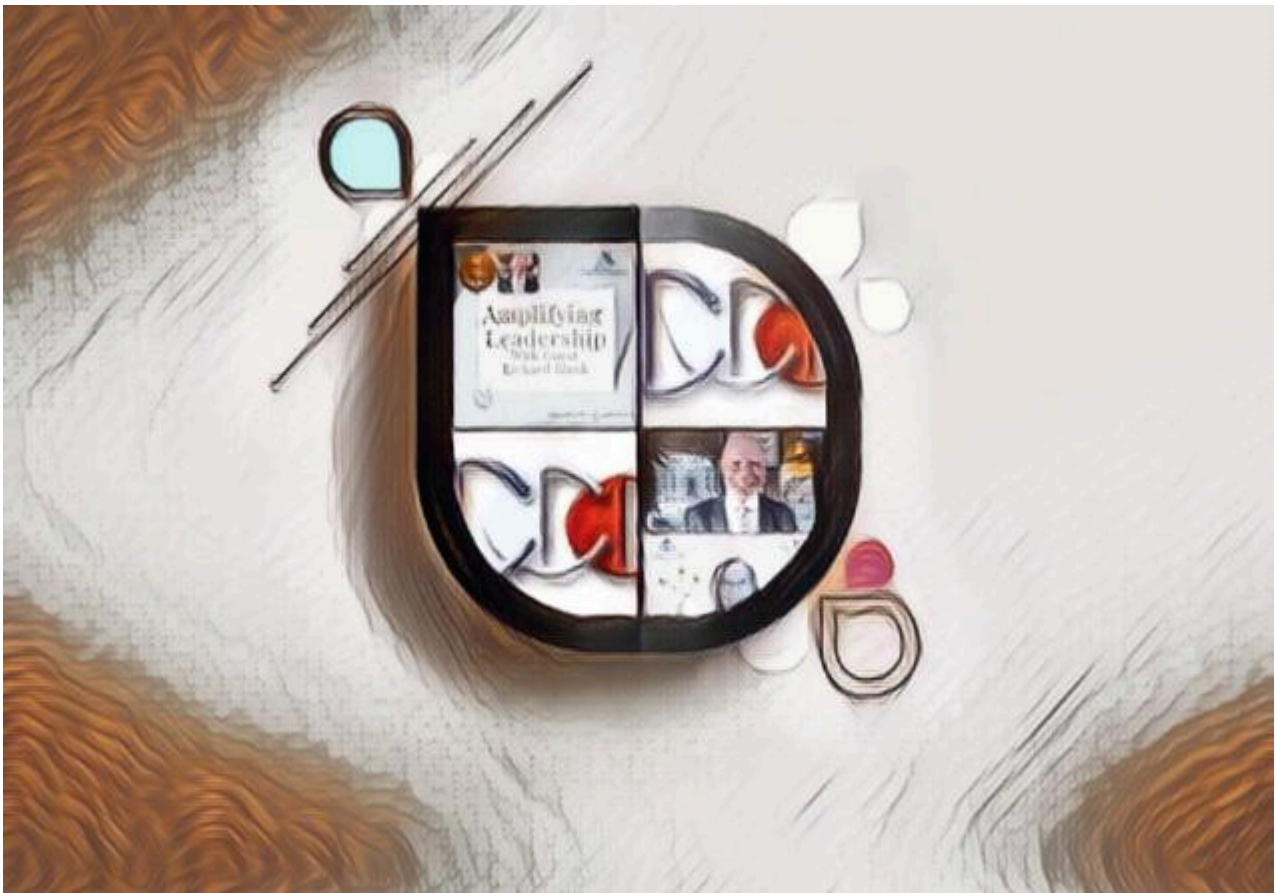
I get disappointed more than I do angry. And I expect the most of people. So I give them the benefit of the doubt. And the majority of the people stepped up to the plate and shined and shed some skin and really showed me the best.



Leadership Authenticity and Strategic Communication



Because if I kicked and cried like a baby in front of a hundred people, they'd laugh at me. They wouldn't respect. On the flip side, my friend, I'm also a human being. So I want them to see the passionate, true side of a man that's fighting for this. And so I'm not like what you see in the movies or out of Hollywood. I will sit down and break bread with you. I will play pinball together. And I'll not correct your grammar, but I'll make suggestions to make your rhetoric more diplomatic and strategic. I will power up your vocabulary, replace words like help and use assistant guide and LinkedIn and say for my clarification compared to, excuse me, we can, Tara, we can readjust tones. And so by doing so, these individuals will be able to have that much more balance in their work.



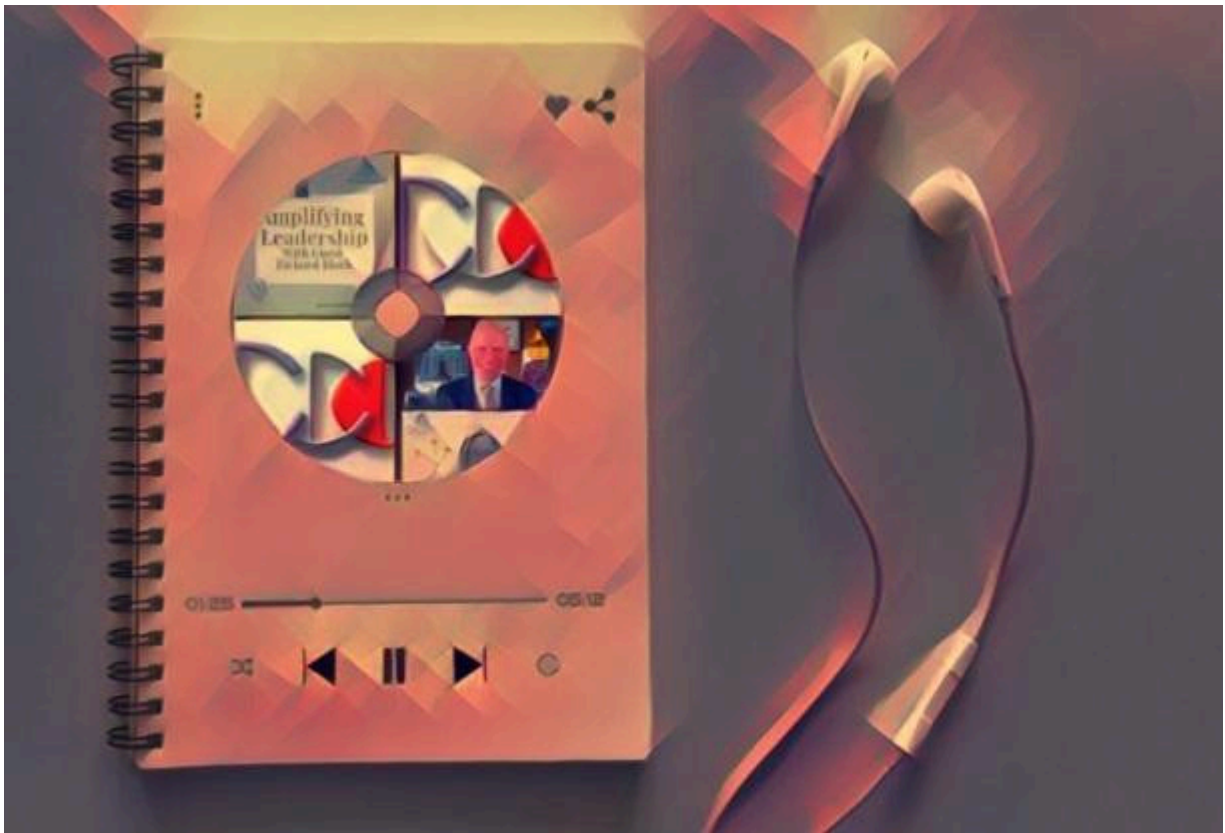
Perspective on Learning Challenges

I put fear into perspective. You, my friend, studied French as I Spanish, as they did English, amongst other languages. So why don't we say that learning a second language is 10 times harder than any account that I'm going to put you on. Right. Okay. Okay. To me, you're like, yeah, you're right. I know I'm right. So everyone calms down.



Strategic Connection-Building

You can feel good about yourself, even if it is, yeah, but Richard, I didn't make money today. Okay, well, did you write a composition? Did you do your due diligence and look at a LinkedIn profile and a website? Did you find some clues and some goodies out there where you can anchor with the person? And if you're sending an email

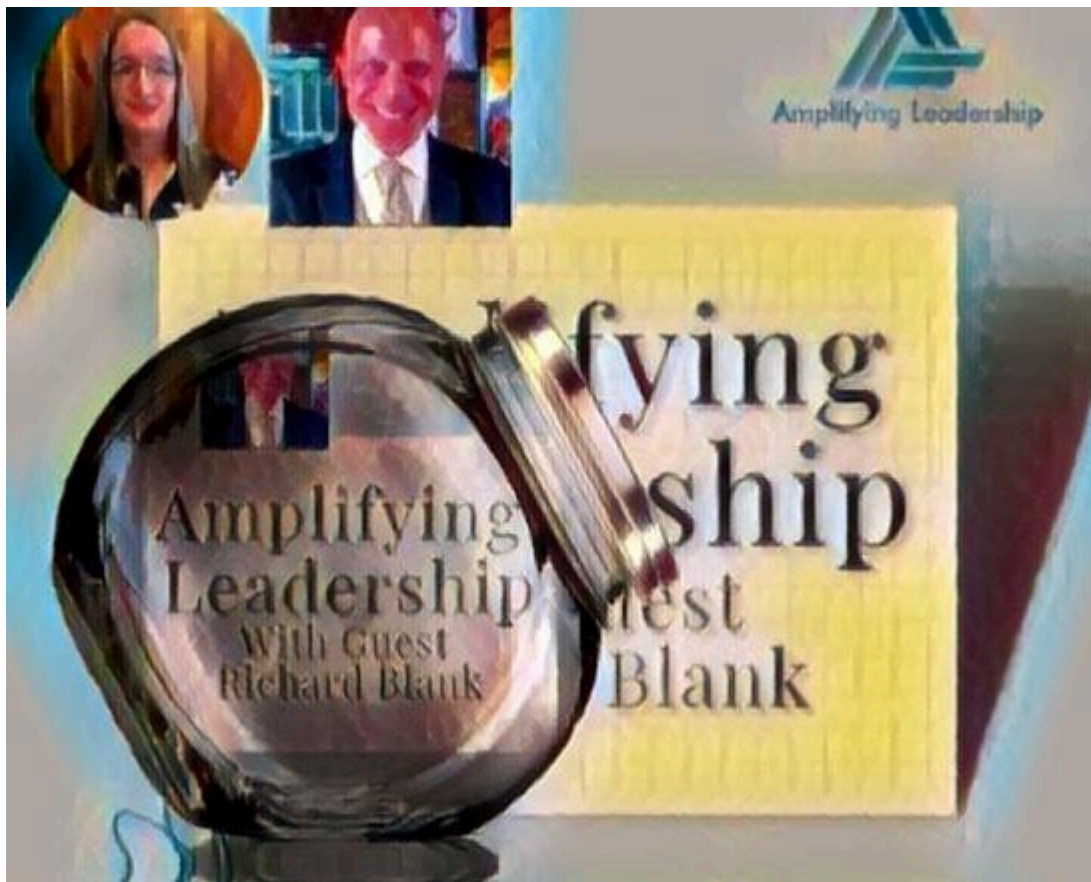


or leaving a voicemail, you make it tailor-made



The Basics of Manners and Respect

I didn't really know the whole playbook. but I did know about manners and respect. And you must say goodbye before leaving a party and ask permission before taking a beverage and make sure to write thank you notes. And if you're not showing up on time, calling and being courteous of people's times. And I don't know about you, but that's just the checklist of the basics



Vulnerability and Transparency in Leadership

I believe in no surprises. If you're vulnerable, it only makes you powerful. And so if you try to cover something up or you make it latent or you, it doesn't work that way. right foundation is strength and so character is judged during chaos taryn so the best long-term relationships i've had with clients have been when i've discussed in the forthright manner prior to a contract things that may happen right possible attrition rate or maybe um you know training resources hiccups But on the flip side, you know, if you are proactive and I call and let you know that Billy quit today because Amazon hired him, but we already have three people in training, they should be on the phone in two hours



Amplifying Leadership



www.amplifyingleadership.ca

Amplifying Leadership is a division of Twin Life Coaching & Business Services

Tara Lehman:

Empowering Leaders & Business Owners to Drive Success Through Transformative Conversations & Collaborative Growth | Partner, Coach, Consultant, Trainer, Speaker

Empowering Leaders and Business Owners to Achieve Excellence.

Having worked in many different facets of the business world, I found that a few things that resonated with me and my values. I always work towards being respectful, non-judgmental, accepting diversity in all we do, and building leaders and teams that function above expectations.

I am a person who loves to teach, speak, collaborate, and learn from others. This lead me to my full employment journey. Is the journey done yet? Never is. I continue to learn, grow, and

develop myself - I create my path forward one step at a time.



My Mission:

I am a leader, coach, facilitator, consultant. and speaker who aspires to help individuals, leaders, and organizations to embrace change, harness their strengths, and cultivate inclusivity, in order to find happiness with their choices in life, career and/or business.

I also like to see myself as a specialist in 'Gap Analysis' where I help close the gap between personal/business goals and tangible results.

Explore My Services:



Coaching and Consulting - www.twinlifecoaching.ca

Leadership Services - www.amplifyingleadership.ca

My mantra (quote):

"Failure is transformational.

Listen to it.

Learn from it.

Grow because of it."

-Tara Lehman



A Bit About Me:

When I'm not coaching, you'll find me enjoying 80's and 90's music, puzzling, or hiking.

I'm passionate about professional development and believe in the power of lifelong learning.

Build Your Leaders (for businesses)



Leadership coaching is a great way to build your new or seasoned leaders. Whether they

need help with leadership skills or stress, we are here to coach them to success. If you have more than 1 leader who requires coaching or mentoring, we offer corporate discounts based on contracted coaching hours per month. Leadership and Business Coaching Packages

Don't fit into our specialty programs or don't need all the extras? No problem. We offer leadership coaching tailored to your unique needs.

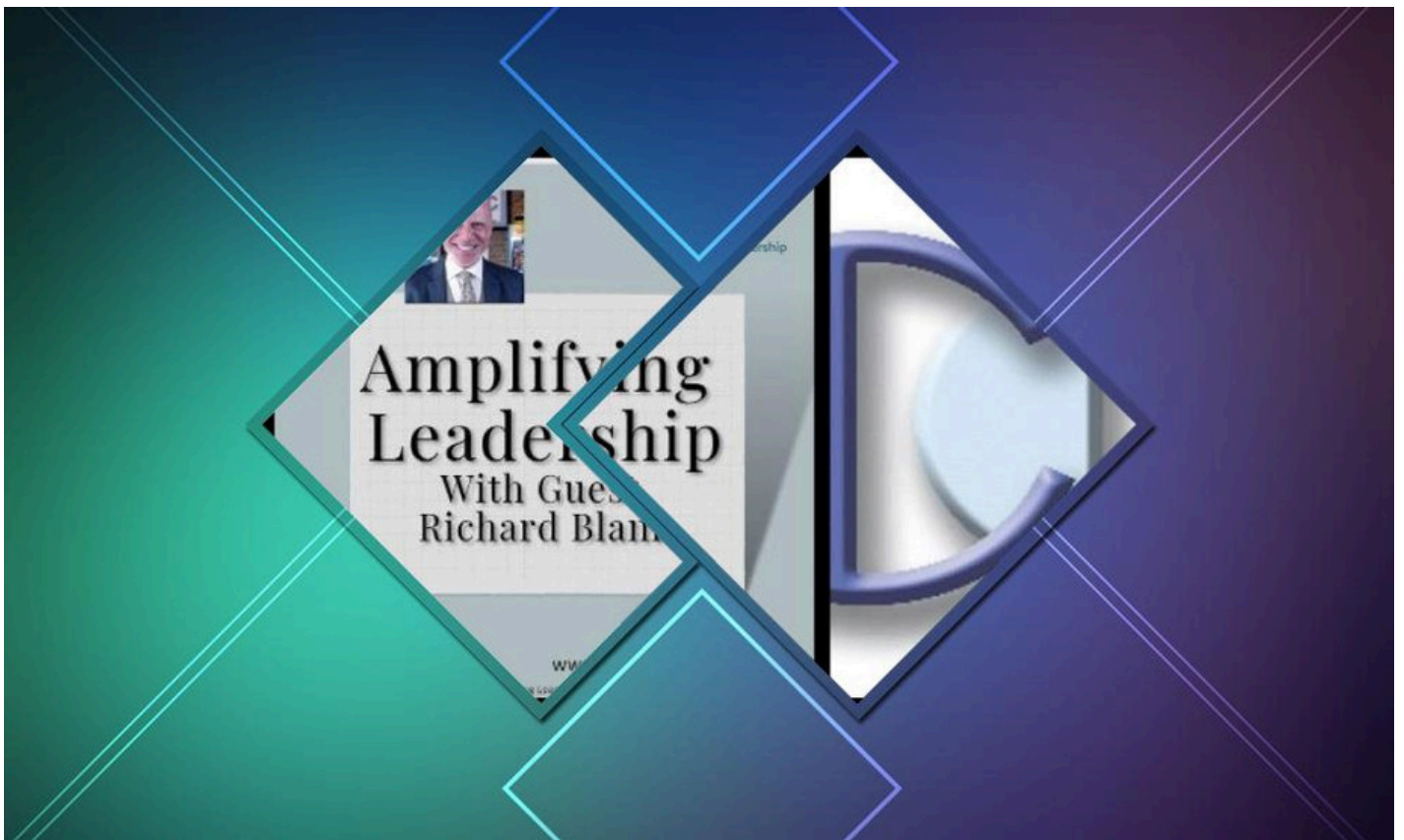


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Essentials Package: 3 month package that includes up to 12 hours of coaching

Fundamentals Package: 6 month package that includes up to 24 coaching sessions OR up to 12 coaching sessions and 12 modules of Fundamentals of Leadership 1:1 course training.

Transformation Package: 9 month package that includes up to 36 coaching sessions OR up to 24 coaching sessions and 12 modules of Fundamentals of Leadership 1:1 course training.

Comprehensive Package: 12 month package that includes up to 48 coaching sessions OR up to 36 coaching sessions and 12 modules of Fundamentals of Leadership 1:1 course training.

Foundations of Leadership Course

We have you and / or your team covered in our Foundations of Leadership course.

A 12 week program (1 to 1.5 hours per week) to bring you a the basics of leadership.

What do we cover?



- 1 – Introduction and Leader vs Manager
 - 2 – How to connect in the industry, company, strategy, employees
 - 3 – Communication 1
 - 4 – Communication 2
 - 5 – Coaching employees
 - 6 – Development of you and your employees
 - 7 – Team development
 - 8 – Change Management
 - 9 – Goal Setting 1
 - 10 – Goal Setting 2
 - 11 – Self-care / Stress Management
 - 12 – Time Management and Organization
- RISE TO LEADERSHIP PROGRAM



Unlock your leadership potential with our dynamic monthly series! From mastering goal-setting and effective communication to building high-performing teams, navigating change, and managing time like a pro, each session equips you with practical skills to lead confidently and inspire success.

A 6-module small group program designed to help new leaders, leaders-to-be or seasoned leaders looking for a refresher:



Develop key leadership skills through training

Overcome your challenges through leadership coaching

Be accountable to your leadership goals through accountability and Q&A sessions

Provide you resources and tools to enhance your leadership skills

Encourage community and collaboration through networking opportunities

What's in it for you?



Every other week is up to 1.5 hours of group leadership training through engaging conversation and discussion

Every other week is up to 1.5 hours of group coaching to hold you accountable to your goals,

and a Q&A

1:1 Leadership call with Tara 1 time per month for the 6 months of the program

Access to our Amplifying Leadership community

Your own LinkedIn group to share and network to help each other grow and thrive

Free access to recordings just in case you miss a week. NOTE: if all participants do not agree to sessions being recorded, then this will not be available. Recordings will be private to this group only.

Discounts on coaching programs

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.

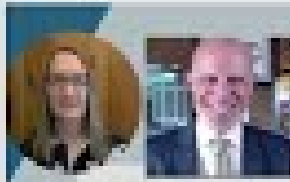
A Keynote speaker for Philadelphia's Abington High School 68th National Honors Society induction ceremony. In addition, entered into the 2023 Hall of Fame for Business along side other famous alumni. Paying it forward to Abington Senior High School is very important to Mr. Blank. As such, he endows a scholarship each year for students that plan on majoring in a world language at the university level.

Richard Blank



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

#TaraLehman #AmplifyingLeadershipPodcast #RichardBlank #CostaRica #CallCenter
#Outsourcing #Telemarketing #BPO #Sales #Entrepreneur #B2B #Business #Podcast
#Gamification #CEO #smallbusinesschronicles #successfulquitterspodcast #Saranunezbee
Tara Lehman, Amplifying Leadership Podcast, Richard Blank, Costa Rica's Call Center,
Outsourcing, Telemarketing, BPO, Nearshore, Sales, Entrepreneur, B2B,
Business, Podcast, Gamification, Leadership, Marketing, Radio, Guest, Money, education,
trainer,



Amplifying Leadership

With Guest
Richard Blank

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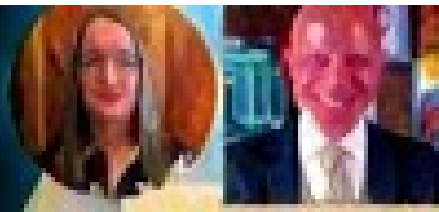


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Amplifying Leadership
with Guest
Richard Blank