



The Big Thinker Universe. GWHQ Podcast - Season 2 - Episode 016 - Richard Blank

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.



The Global Wellness HQ Podcast is proudly sponsored by Cash Flow Club.



This is a playground for big thinkers with big ideas. We will focus on how we as a collective can improve life on our little planet.



The primary focus of our new podcast will be to bring together Mavericks, Visionaries, and Philanthropists.



Together, we will create the synergy that will expand our collective universe. Join us as we interview wellness experts. Learn how you can implement and improve one dimension of wellness at a time.



Our experts will share their practical tips on wellness in one of these core areas: emotional, intellectual, occupational, physical, environmental, financial, spiritual, social, or habitual. We created this podcast as a resource for anyone who is looking to integrate the Nine Elements of Holistic Wellness (NEHW) into their daily lives.

We will share big ideas about business and life in general. What big thoughts are you thinking today?



Jeff Borschowa

Jeff Borschowa began his accounting career in 1991. He is constantly looking for ways to improve operational efficiency and effectiveness for his clients. He has narrowed his focus to work mainly with accounting firms and bookkeeping practices. Jeff works with senior team members to identify issues and implement technology solutions. Jeff's goal is to build the future of accounting, one firm at a time.

As a Billionaire in Training and Chief Connection Officer at #BigThinkerUniverse, my mission is to cultivate abundance through the power of strategic networking, neuro-diversity, and innovative thinking. My passion lies in connecting people, ideas, and opportunities to create transformative outcomes for individuals and businesses alike.



I live my life committed to heart-centered leadership and building authentic relationships. I excel at fostering meaningful, synergistic relationships that go beyond transactions to deliver long-term value and impact.

Networking Philosophy: I believe that a strategic network is the single greatest asset we can cultivate for both personal and professional success.

While many focus on scarcity, short-term tactics, and transactional wins, master networkers embrace abundance, relationships, and long-term synergy. By connecting visionary leaders and aligning shared goals, I help unlock unparalleled opportunities for growth and collaboration. My life's mission is to elevate business networking to an art form.



Key Focus Areas

Abundance Mindset: Building a culture of generosity, optimism, and open collaboration.

Neuro-Diversity: Leveraging unique perspectives and talents to drive innovation.

Strategic Networking: Creating connections that are purposeful, mutually beneficial, and rooted in shared values.

Relationship-Centered Systems: Empowering businesses to implement systems designed for building authentic relationships that drive new revenues.

I thrive when working with Driven, visionary leaders who think big, act boldly, and value strategic relationships. If you're ready to embrace innovation, align with your purpose, and create lasting impact, let's connect.



When we connect, I'll bring:

Creative, strategy-driven solutions tailored to your vision.

A commitment to helping you harness your unique strengths.

A network of like-minded collaborators who share your values and drive.

Who Might Not Benefit

My approach may not align with those uncomfortable with change, high-risk ideas, or rapid innovation. I work best with those who see opportunities where others see obstacles.

In Cash Flow Club, we share strategies and practical tips that business owners and entrepreneurs can implement immediately to improve the overall cash flow in their business.

We will talk about inbound cash flow, outbound cash flow, and managing cash flows overall.

Our focus is:



- 1) How to increase the volume of inbound cash flows, accelerate the speed of inbound cash flows, and systemize inbound cash flows for greater business certainty.
- 2) How to decrease the volume of outbound cash flows, decelerate the speed of outbound cash flows, and optimize outbound cash flows for great business strength.
- 3) How to manage saving, borrowing, and investing in a business.



Strategies for Spontaneous Sales

And I'm using the genius of Robin Williams of being spontaneous. I make camp. I exhaust every drop you have. vertically before i move horizontally to that next question which i'm going to be asking in an open-ended way because i'll still get your yes or no but i'll get the explanation sometimes i'll figure out where the priorities are and you could have saved me some time and so these are the greatest ways for you to breathe to be able to lower your temperature think ahead plan your notes and it's a beautiful dance if people are willing to do it.



Richard's Passion for Pinball Machines

guy's garage and pull them out. And so currently today I have 15 pinball machines, six jukeboxes. I've collected air hockey tables and other retro machines because I have the space for it. And secondly, I'm willing to die on that hill. My wife can win 99.9% of the arguments. This is the one battle I'm on to fight. Please just let me have my video games and my pinball machines. If we do, I'll have a very happy marriage. I love it. Now, what's your rarest machine or your prize? Who's your favorite child? What a beautiful question. It's difficult to say, but my taste has changed through the years. Right now, my favorite decade for pinball machines were the 1970s, okay? You still had, sometimes you might have the new screens, but it's usually the wheel and the sound would be the bells that you would have. But my favorite part, and this is where I go crazy, it's the marquee art. It's the play field. So it's not a laminate or a sticker. This was painted on wood. So over the years, you can see the certain cracks. It has its specific roles. And if the cabinet and the outside is preserved and in good condition, you see some of the most amazing artwork on these machines, from the pins to where you put in the coins to the lighting. I get passionate over it and I love the restoration of it.



Embrace the Unexpected: Journey of Growth

I wanted my horizon. I wanted to leave a castle to slay a dragon so I can save a princess and be a prince, damn it. I wanted to drink life. And don't tell me that I was going to be CEO of a call center. I didn't even know what a call center was, but you didn't even know really what one was until this podcast. And so I fell into this, but I drank it. And I think that's one of the most beautiful things when you embrace the unexpected and incorporate it and grow from it because you would have never known. And so that's why I'm here today. I love it. Now, I could talk to you all day, Richard. I will be mindful of your time, I promise.



Building Business Relationships

And mind you this, my friend, prior to being transferred to you, I already gave your secretary, Catherine, a huge compliment. I told her that she was great. I told you she was great. And I'm also going to do it in writing. So when we get off the phone, you're going to tell her. And when I call your company back, not only will she remember me, She'll thank me for that compliment that I gave her because she's worked there for 10 years and no one's ever done it.



She's going to tell me about your anniversary, your company culture, your direct extension. And the next thing you know, Richie's got more business because everyone loves him. And that's how you do the circle. You make nice. You touch two or three times. You build a pipeline. That's what you do, Jeff.



Emotional Interactions: AI's Shortcomings

There's certain times someone will want hand-holding and to spend a couple extra minutes on the phone to vent with an intake coordinator for a law firm or with their insurance company or when they're speaking with their doctor's assistant because they're emotional.



And when you start doing things in that way with AI, it's really eliminating the value of that client. And so to answer your question, I do customer support.

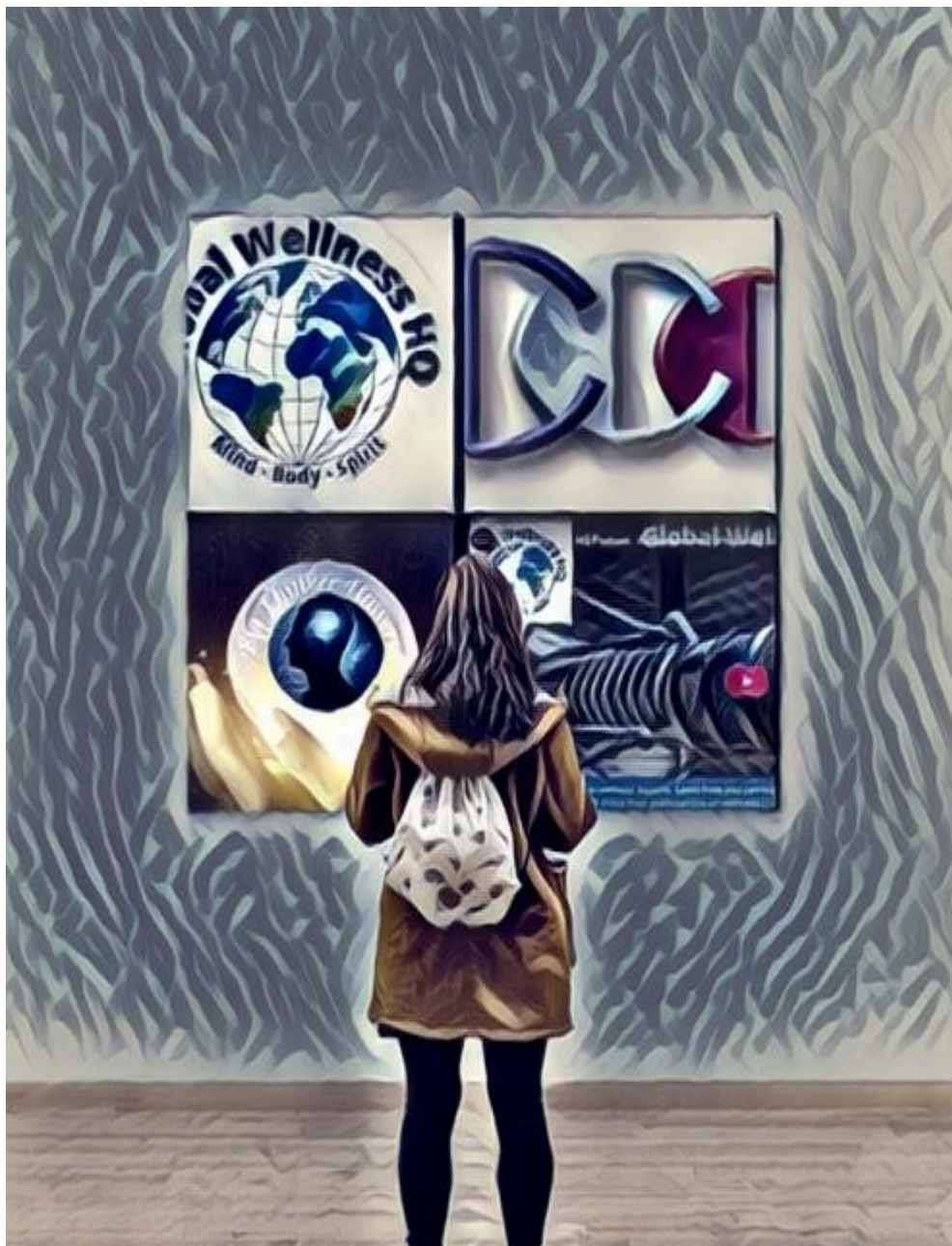


The Human Touch vs. AI in Customer Service

How am I going to shatter misconceptions? Yo, Jeff, you watch movies, don't you? Absolutely. The Wolf of Wall Street and Boiler Room. Glengarry Glen Ross, right? The prime gig. All that good stuff. Wow. I mean, you're screaming out, Recco, cutting ties. Everyone's standing. Closing on cold calls. I mean, come on, Gene the Machine. Golfies for closers. Please. It really depends on the environment that you're in. There's five campaigns I don't do here. It's because I'm in a very strict Catholic country and I'm a guest here. We don't do sports books, casinos, stocks, pharmacies, or sweepstakes.



there's a lot of companies out there such as your bank or other places that will retain a client that will give you an upsell or some sort of referral or assistance that you might not get when you're just entering in information filling out forms waiting for somebody to respond that's the most frustrating thing when you keep pressing zero yeah and so as much as people are downsizing and trying to do things through ai AI can't give you a hug. And AI can't tell you that they know where you're coming from if your dog dies



The Power of Delegation and Growth

Or how about even this, the best part, you might even be able to start hiring people and paying salaries and delegating and promoting. And so the moment that you release that weight mentally, physically, spiritually, then you rise, right? Release whatever weight is holding you back so you can expand.

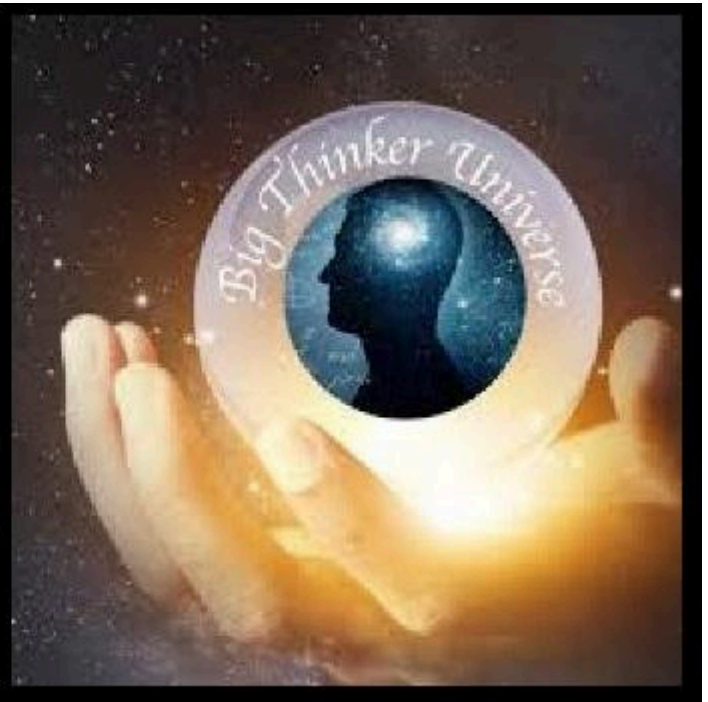


That's my only suggestion for your audience. I can't thank you enough. You do the best podcast. You know, I had a great time with you today. I have the best guests. So it's all you. And Richard, thank you for being on the show.



Introduction to Global Wellness HQ and Richard Blank

Welcome to the Global Wellness HQ family of podcasts. We are your international headquarters for resources and ideas and insight in relation to the nine elements of holistic wellness. Join us as we interview local and international wellness experts and learn how you can implement and improve one element or dimension of wellness at a time.



Our experts will share their practical tips on wellness in one of these core areas. Emotional, intellectual, occupational, physical, environmental, financial, spiritual, social, or habitual. We created our family of podcasts as a resource for anyone who is looking to integrate the nine elements of holistic wellness into their daily lives. Welcome to the show. Hi, everyone. Welcome back to the show. I'm excited today. We have Richard Blank with us. Richard, why don't you, first of all, tell us a little bit about who you are and what you do? Jeff, I'm so happy to be here with you and your audience today. My name is Richard Blank. I'm the proud CEO of Costa Rica's Call Center. I'm also from Northeast Philadelphia, so I got a very good story, a vision quest of twists and turns that got me here today.



The Big Thinker Universe, Jeff Borschowa, The Global Wellness HQ 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



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.



Hired bassist Garry Gary Beers of INXS.



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://costericascallcenter.com/en/outbound-bpo-campaigns/>

#TheBigThinkerUniverse #JeffBorschowa #TheGlobalWellnessHQPodcast #RichardBlank
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#Business #Podcast #Gamification #CEO #trend #trending
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