



## A Learning Effect Team creation. Episode #45 with guest Richard Blank. Learning Reinvented Podcast

In this episode host James Poletyllo speaks to Richard Blank. Richard is the CEO of Costa Rica's Call Center. He joins us to talk about his journey which has taken him from his childhood roots in Philadelphia to running a call centre business in Costa Rica.



The Learning Reinvented Podcast aims to bring a variety of new and different voices to talk about the current and future state of learning at work. We want our conversations to be though provoking, useful and real world. We appreciate your thoughts and feedback to help achieve this.



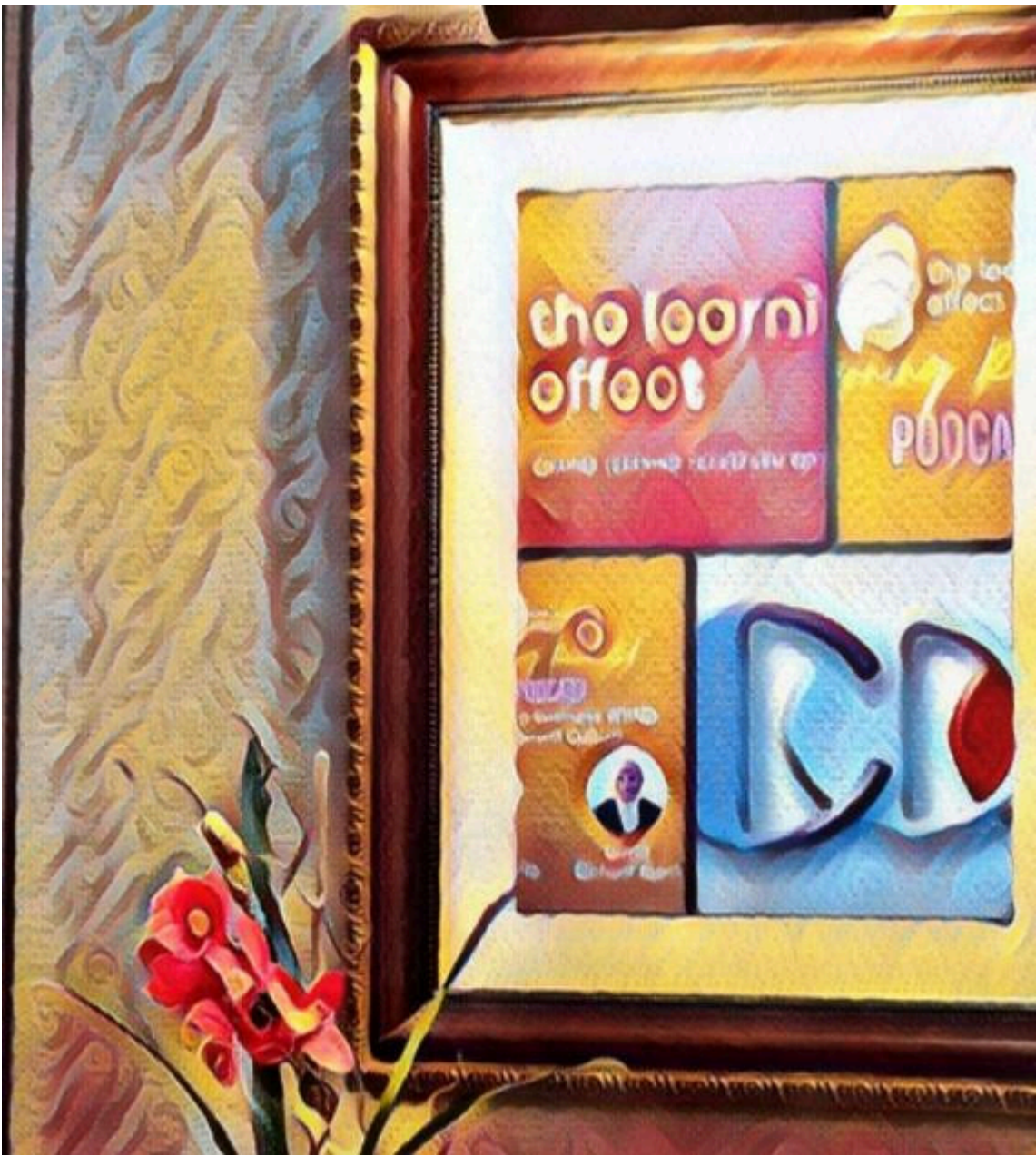
In this episode host James Poletyllo speaks to Richard Blank. Richard is the CEO of Costa Rica's Call Center. He joins us to talk about his journey which has taken him from his childhood roots in Philadelphia to running a call centre business in Costa Rica. Along the way he has shared his knowledge and trained over 10 000 bilingual telemarketers. He shares with us the approaches he uses and advocates, the lessons he has learnt along the way and his philosophy on leadership and Setting Up Business Within a Different Culture.



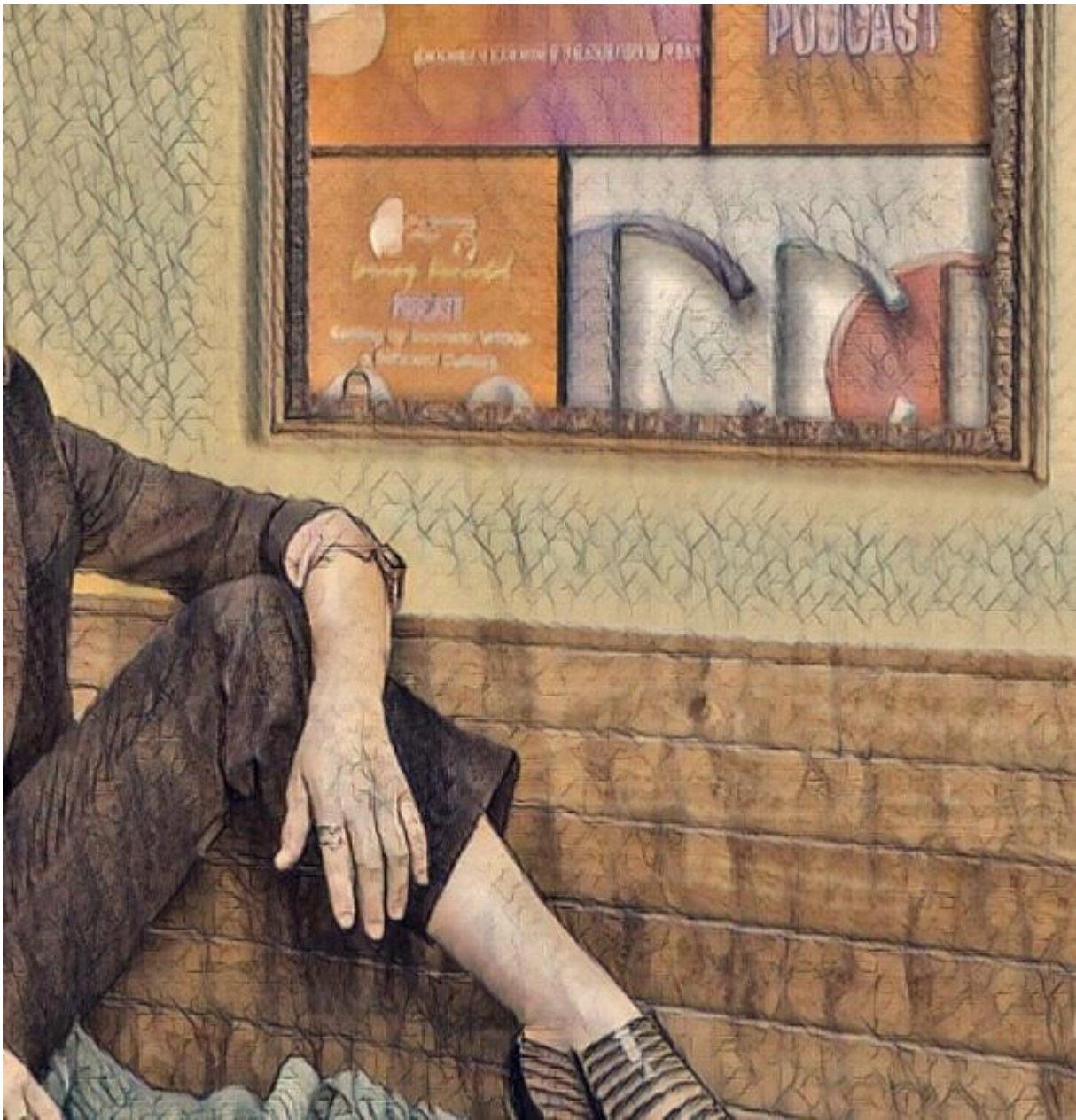
The Learning Effect's vision is to help companies create purposeful, consumer grade learning experiences which help you deliver your business goals and your team realise their potential. If you are looking to change your companies learning or for new learning technologies we should be your first call.



The Learning Reinvented Podcast brought to you by the team at The Learning Effect. This podcast is based around all things learning, but with a difference. We've designed the podcast to provoke conversation and help drive change in the world of learning.



We won't be speaking with the usual suspects, instead will be speaking with innovative players in the learning space, as well as those who are new to it. In addition to this podcast, we also have a Community aimed at learning professionals to collaborate and share best practice.



## MAKING LEARNING BETTER

Part of our wider mission is to help re-shape the learning industry and support the development of learning professionals and the sharing and creation of new ideas, approaches and solutions. We do this through regular blogs and our fortnightly podcast, The Learning Reinvented Podcast.



About the Host - James Poletylo



James is one of the founding director's of The Learning Effect.

With 20 years experience of leading learning functions in a variety of industries he is now focused on helping organisations create consumer grade learning experiences which deliver results and performance.

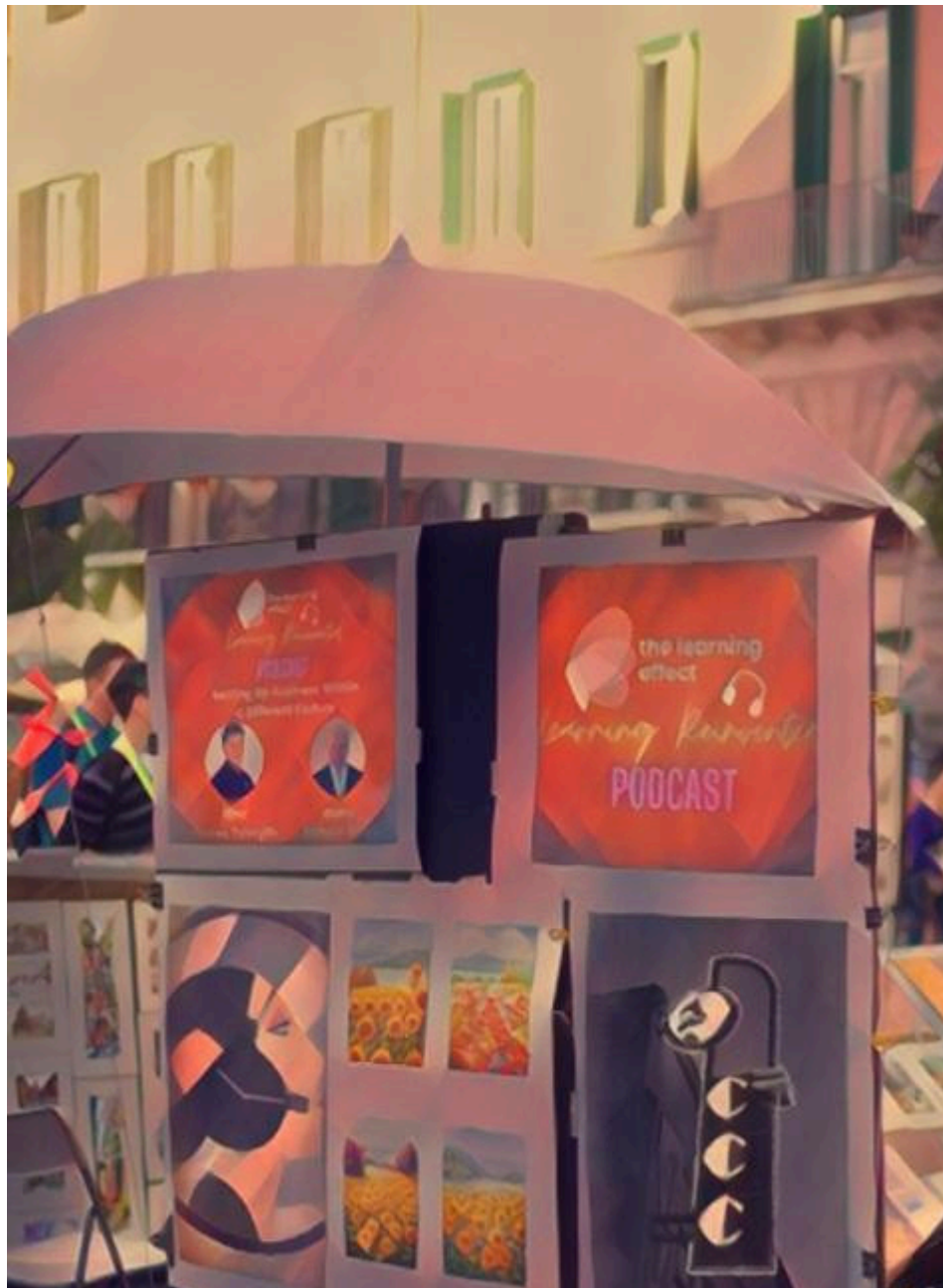
He is passionate about making a difference and is on a mission to change the future of learning at work for the good of every employee.



## WHO WE ARE

Our mission is to support learning teams in delivering great learning experiences for their organisations.

Founded by James Poletylo and Katie Godden in 2019,





The Learning Effect have helped businesses, in multiple sectors, reimagine and transform their learning offering.

James and Katie have over 35 years combined in-house experience, so they understand the everyday challenges you face.

## WHAT WE DO



Our first step is to talk to you to understand what you want to achieve, this includes timelines and budgets. From here, we'll then have a Discovery Session which allows us to find out how your team and business work and what your key objectives are. This allows us to formulate an Action Plan and move into the Project Phase.

Each client has different requirements, so the Project Phase will



look different for everyone.

James Poletylo and Katie Godden had independently developed successful learning careers, each working for various companies, amassing a combined 35+ years' experience. In 2018, they began working together and noticed a gap in the market. While many tools existed for providing learning, few companies supported learning teams.



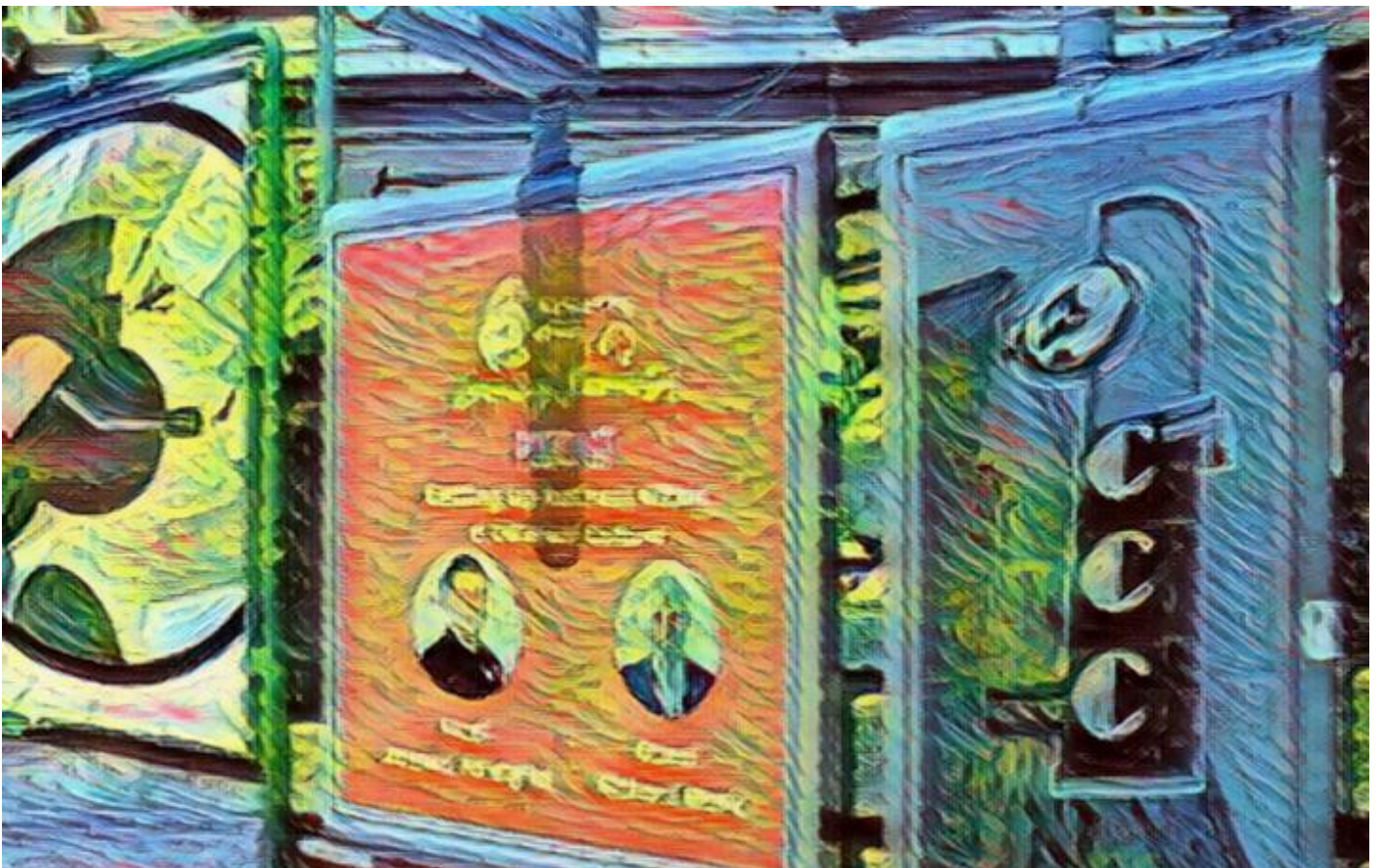
With a passion for creating effective learning journeys and transforming the learning process, they founded The Learning Effect in 2019.



Using their extensive internal experience and a deep understanding of their clients' challenges, The Learning Effect has helped numerous companies transform the way they deliver learning.



Part of their wider mission to help re-shape the learning industry, James and Katie created The Learning Reinvented Podcast in 2021. This podcast has a variety of different guests who join the hosts to talk learning!



1. Interpersonal Communication Conflict Management Strategy

2. Phonetic Micro Expression reading for mastering verbal tell signs.

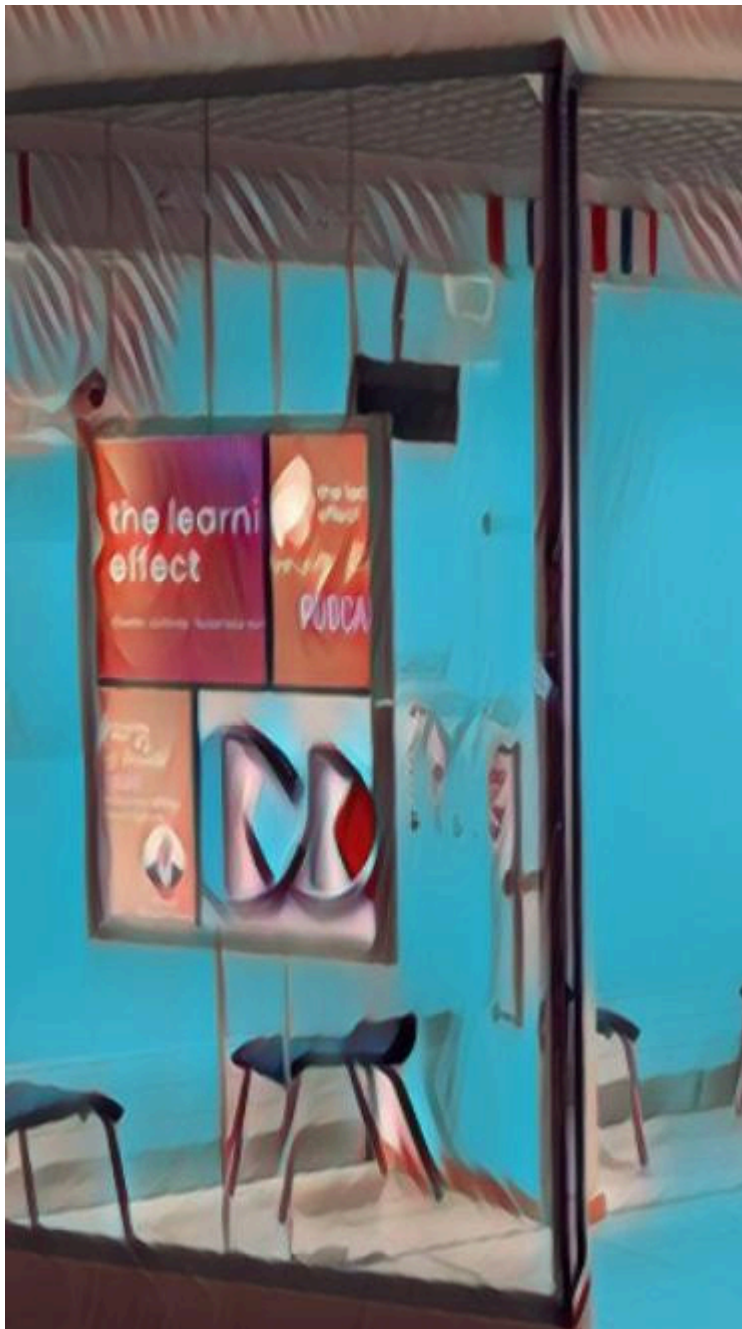
3. The Famous Buffer-Boomerang Technique



Advanced telemarketing strategy, conflict management, interpersonal soft skills, customer support, rhetoric, gamification, pinball machines, employee motivation and phonetic micro expression reading.



Richard's vision quest journey is filled with twists and turns. At 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 over two decades.



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.

Richard Blank



Costa Rica's Call Center

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.



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.



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



#JamesPoletylo #LearningReinventedPodcast #RichardBlank #CostaRica #CallCenter  
#Outsourcing #Telemarketing #BPO #Sales #Entrepreneur #B2B #Business #Podcast  
#Gamification #CEO #learnpodcasting #podcastepisode #podcastguest #podcasting  
#podcastinterview #podcastplaylist #podcasts #podcastskills #podcastshow



James Poletylo, Learning Reinvented 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,

[https://youtu.be/VzLwflGXfos?si=VAWclb2vF\\_sT6kyH](https://youtu.be/VzLwflGXfos?si=VAWclb2vF_sT6kyH)