



The Zennurgy Podcast by Zen Ase. An electromagnetic transfer of energy with Richard Blank

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THE ZENNURGY PODCAST PRESENTS

Navigating CONFLICTS in Communication

WEDNESDAY 23rd June | 1 PM CST

FACEBOOK LIVE | @ZEN ASE

Richard Blank

Zen Ase

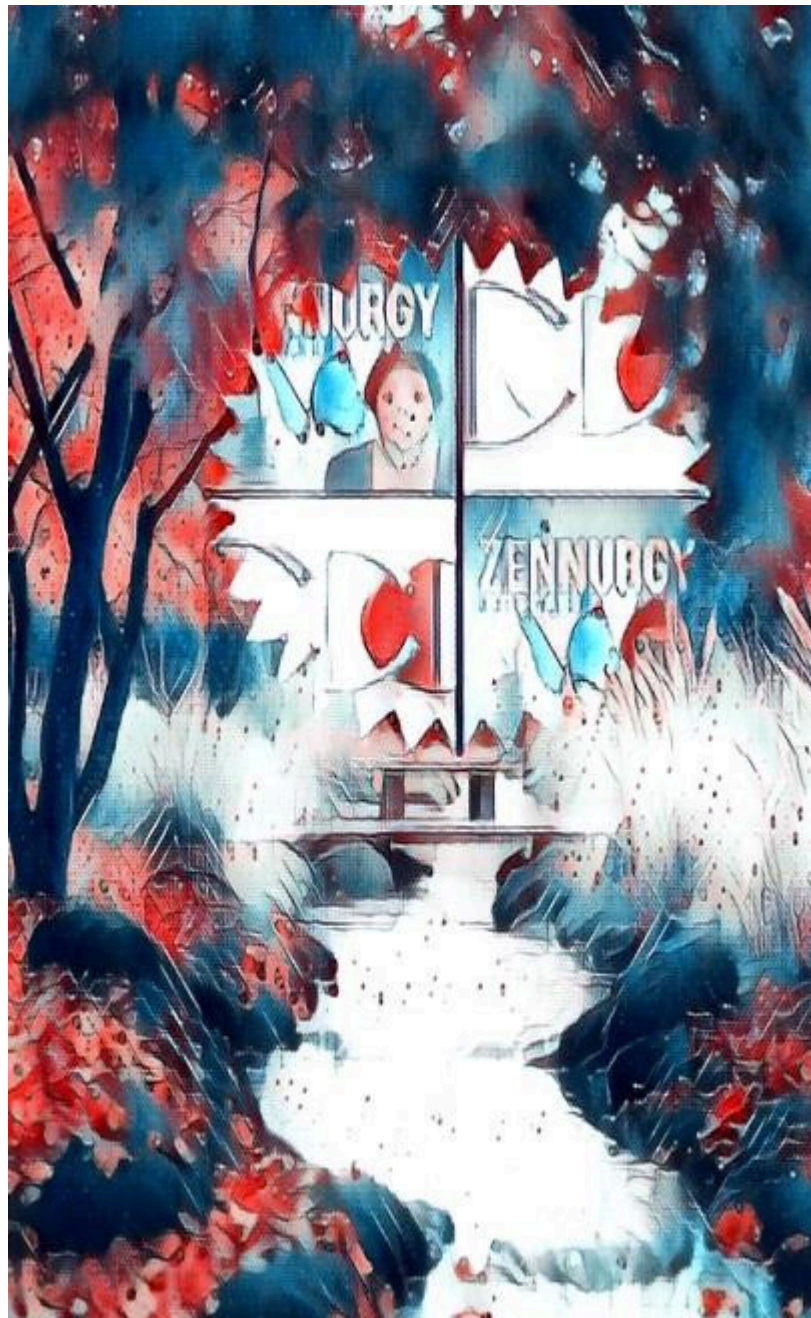
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Zennurgy is the inspirational tool box providing resources for building a better life. Motivational, practical fuel for the spirit, mind and body to help listeners deal with real life issues.



This podcast is based on the idea that small changes over time equal big results.



We all have the URGE for more peace (ZEN) and fulfillment in life. Tune in for motivating, uplifting, sometimes hard hitting, comedic, melodic but always real and relatable conversations and interviews with guests from all walks of life.



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Navigating CONFLICTS in Communication- Episode 94



One of my favorite quotes is, "We have two ears and one mouth for a reason, to listen twice as much as we speak." This quote hints at a powerful truth. Communication is a give and take, a reciprocation, an openness to learn and think and process another's ideas. But sadly, that respectful spirit is missing from many people's lives, and not enough people make effective communication a priority. Join Richard Blank and I as we discuss this important success principle.



1. What does communication mean to you? What makes it effective?
2. Conversely what causes conflicts or hinders communication? What made you focus on communication in your career?



3. How do you deal with conflicts in communication? How do you keep your cool in the midst of conflict?
5. Are role models, accountability partners or mentors a part of your pursuit of improving communication?
6. Why a call center?
7. services
8. Background



Peace and blessings.

Marlena "Zen Ase" Johns is an artistic entrepreneur, best-selling author, podcaster, and performer who helps people find their voice and purpose:



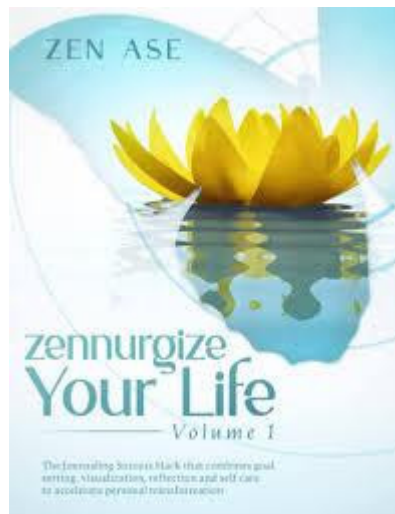
Zen Ase taught high school for 26 years, winning Teacher of the Year twice. She began writing poetry and prose in elementary school, but her family didn't support her career. After a divorce in 2014, she reclaimed her writing passion and began performing, podcasting, and publishing.



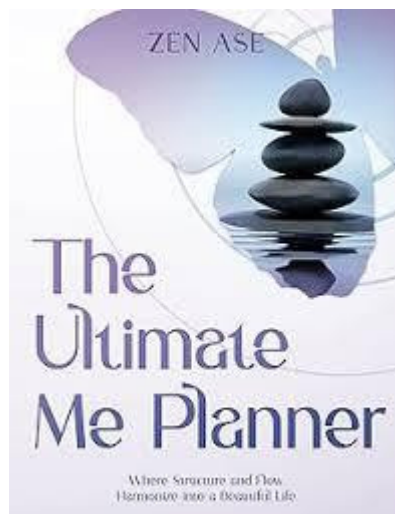
She focuses on self-development, self-love, and self-empowerment. Her poetry and prose have been published in over a dozen anthologies and magazines, and she has written four books, three of which have been Amazon best sellers.



She also hosts workshops, and has organized over 60 live music, comedy, and poetry shows.



Her creative journey is to use art to make sense of the world and alchemize it.

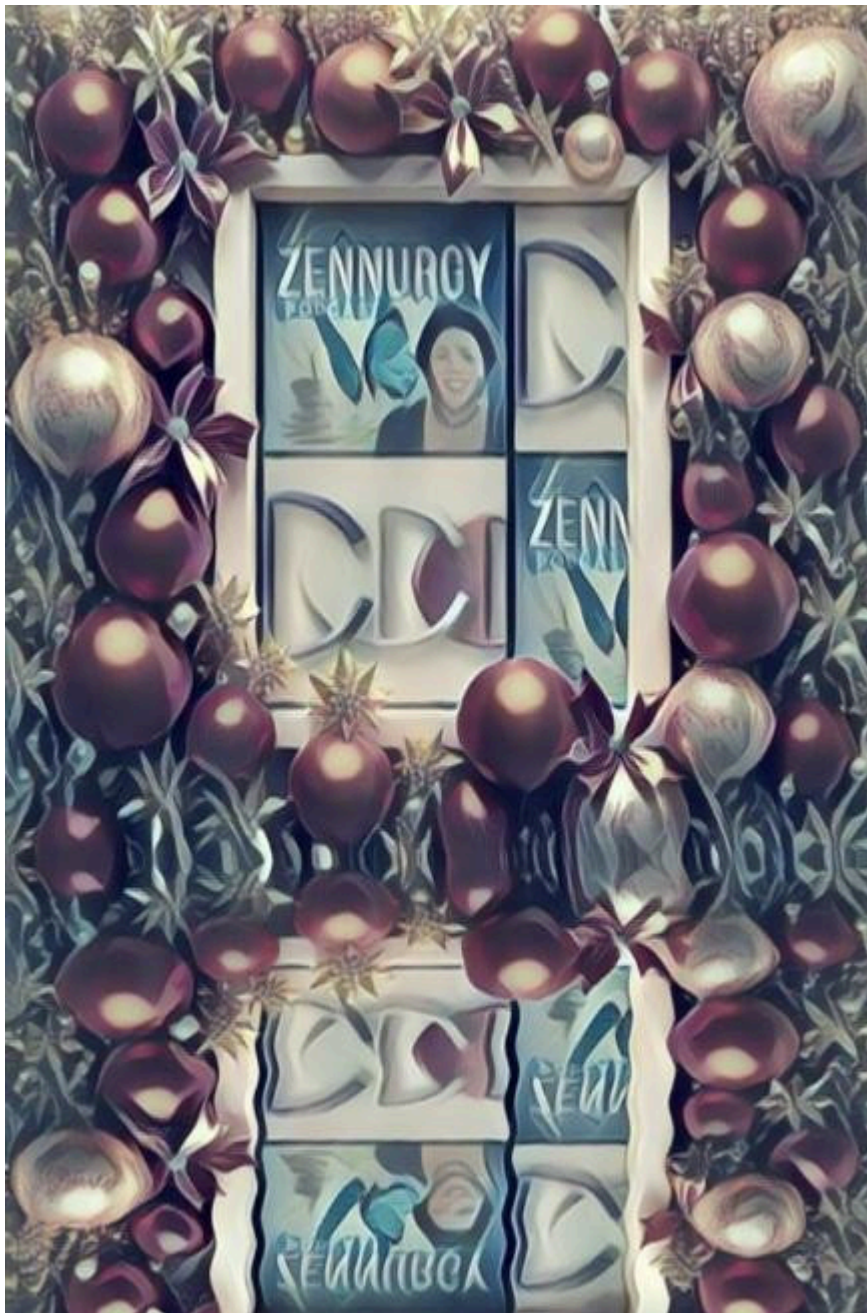


She believes that undesirable things, or lead, contain the building blocks for gold, or desirable things.



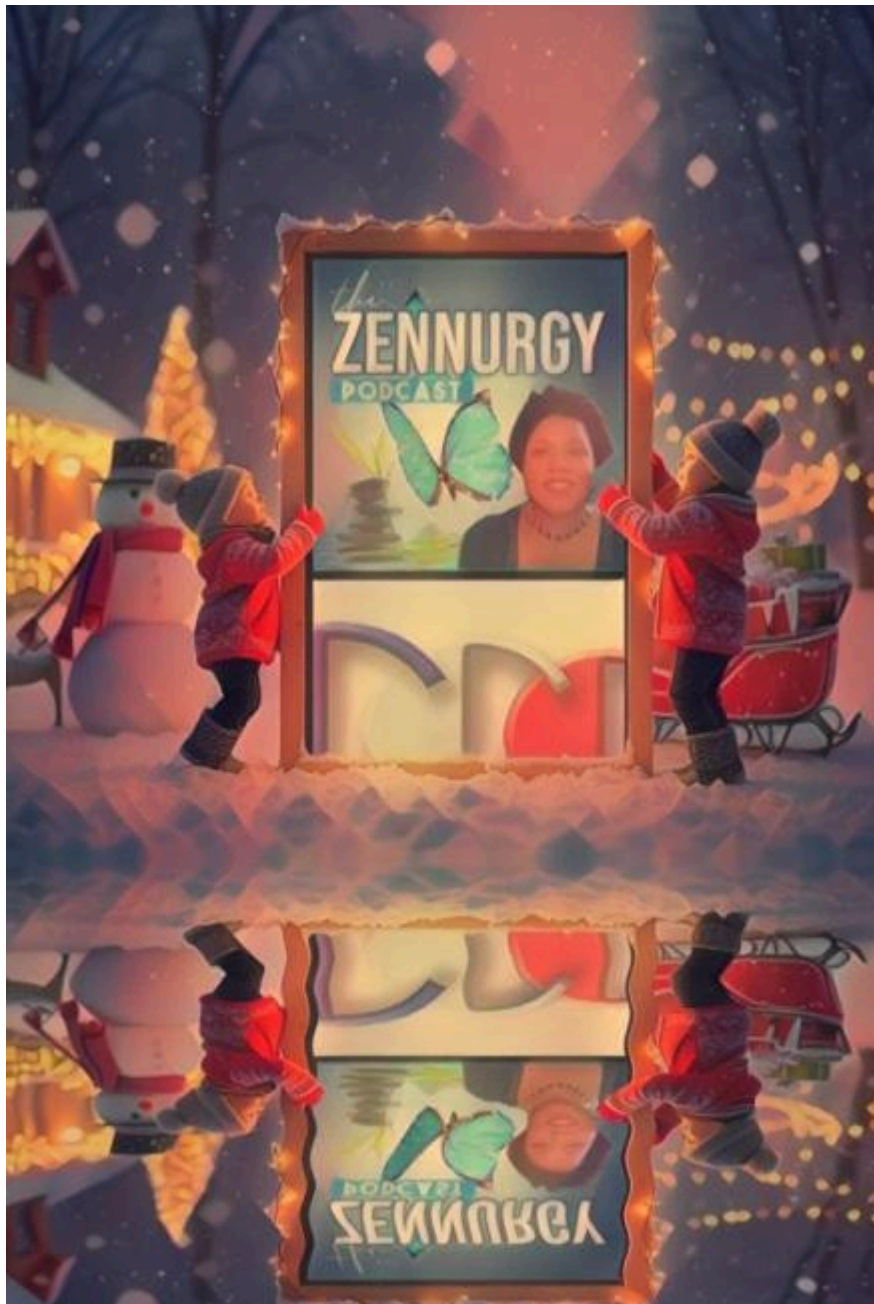
Authenticity and Individuality

I would have loved to have been in your class. I was no more in AP classes at Abington High School than the man on the moon. I have a question for you for these beautiful artists that you're working with and that I know take very seriously their writing. It's almost like telling the truth.

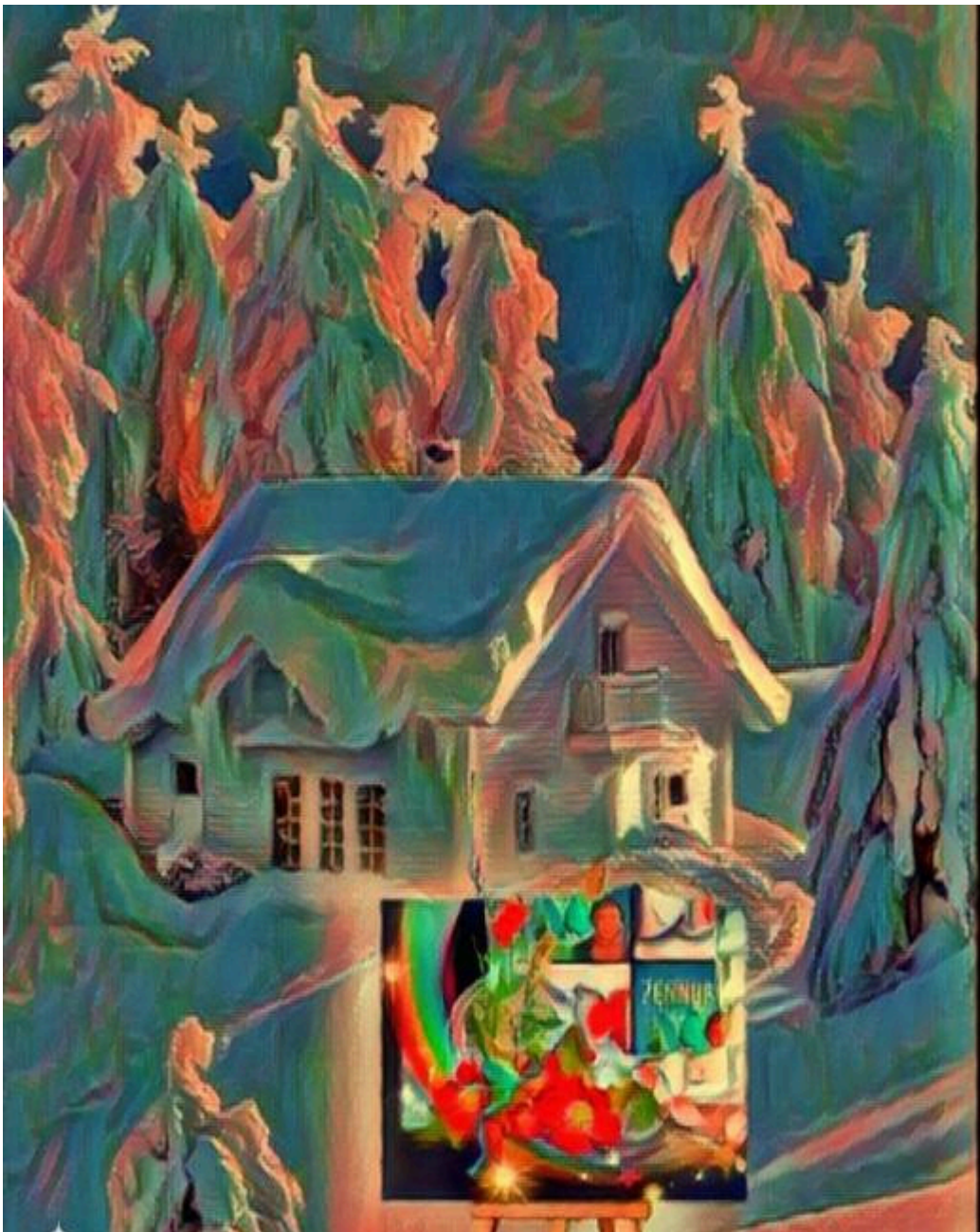


You can tell the same story today to five years from now, same details. If you make up, not saying lying, but if you're inventing or if you're out of character, it's very difficult to juggle that and be consistent. My main thing is I don't want you to be like me. I want you to be like you. Yes, we have certain things in common that we have to do, but you do have your own special sauce. And if I believe that somebody builds upon that, And that is their one thing that can really show that separates them from others, like a beautiful color in the packet of crayons. You're still a crayon, but you are a different color. And you can be mixed with other colors to make more colors.

Building a Business: From Small Beginnings to Success



The first goal is to see how many families I could feed. Because if you're thinking about money first, you're going to make very bad decisions. You've got to first think of the natural goal. And then secondly, once again, I started very small where I was just renting a seat out of a blended center. And then I saved enough money to rent space and build out about 150 stations with a server room. And then six years later, I was able to build this current location that I'm in that can house 300 seats. So a lot of your students might think it's like this. or what you see with these new instant millionaires and these TikTok stars. And sometimes it's the tortoise and the hare.



Sometimes it's brick by brick. And your AP students didn't get there overnight. That had to have been done three years. And if you can let people understand about building on momentum and mastering certain stages, then I think they would be capable of weathering certain storms and not being so hard on themselves if there's any sort of setback or lost momentum. And for me, I'm very grateful every day. And the fact that I can delegate and promote from within is really something that is amazing to me. And this should have never happened.

Innovative On-boarding: Building a Unique Company Culture



And I might be the only boss to ever know your name. A lot of them tell me that. And so I say that's a shame. And unfortunately, I may be the last one until you become a boss and you start doing that sort of thing. And so these are the sort of foundation trainings that I can do. So instead of just absorbing in class and nodding, you know this, they start contributing. They start contributing. And by having them starting off class in the game room, not in my class, they're playing pinball with me for the first half an hour. So now they own my name. They're relaxing, loosening up a little bit. That's great. And then I'm looking for first downs, not touchdowns. If somebody in the first day of class, if I ask them to repeat what I just mentioned in regards to certain things, they can talk about that. That's a point.



Success Built on Mentorship and Giving Back

And so you see my sincerity in that I was in their shoes one day. And if I didn't have the right coaches and teachers and mentors, my good friend, there is absolutely no way I would have been here today. Not a chance. And so success is built on a million thank yous. And at Abington High School, I have a second language scholarship. I've been doing it for the last six years. Angelo Barrios is a very good friend of mine who's the current principal. And I'm so proud of what he does. And so I pay for freshmen's books every year, graduating senior. And as someone that did learn the second language, not saying athletics, music, or any other subject is important. But I'm talking about Richard. I'm talking about someone that never learned a second language and really took to it. And so as once again, I'm giving back.



Workplace 'Recess' and Employee Well-being

Well, anyway, I got recess at my company. So this is what we have downstairs. I collect pinball machines, retro arcade machines. I got an air hockey table. As you see, I got a jukebox behind me. And so in between their shifts on break and lunch, they can go play games for free and make friends and let off steam and recharge batteries and hang out with me. But that's one thing. That's just an enjoyment-neutral environment here, recess, and I'm making a joke and having fun. But let's be serious about this. I can give them a little bit of Philadelphia guilt, or I can say that, you know, they know better than that.



And you also know, Zen, that they're out of character. I've seen them working with me for years. All of a sudden, they're losing their mind for a day. It could be a client that just, the straw that broke the camel's back, or It could be something outside of the office that is affecting their performance here. My goal is to recharge your batteries here to give you job stability so you can confront what's happening outside the office. But this is a multi-generational society. And a lot of these young men and women may be paying for medicine, their rent, taking care of their families.



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.



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

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#smallbusinesschronicles #successfulquitterspodcast #Saranunezbee

Richard Blank



Zen Ase, The Zennurgy 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,

