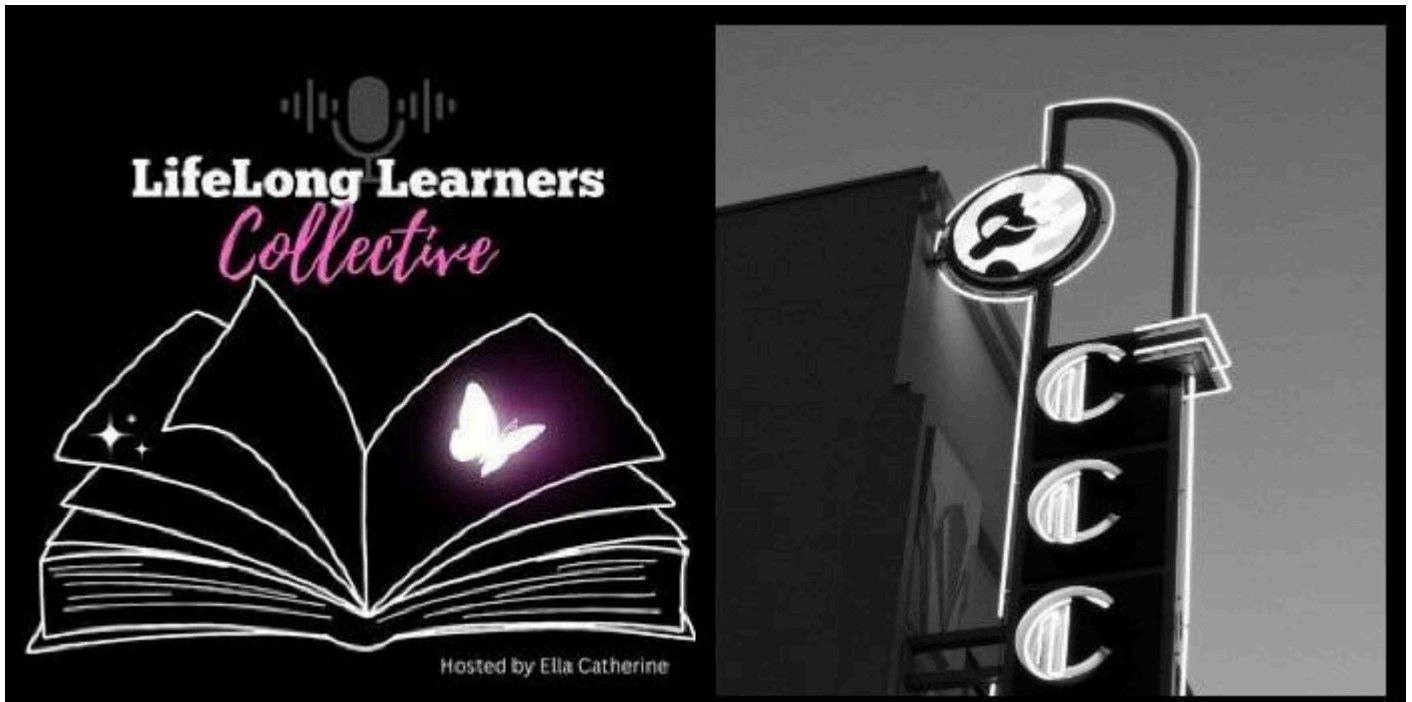




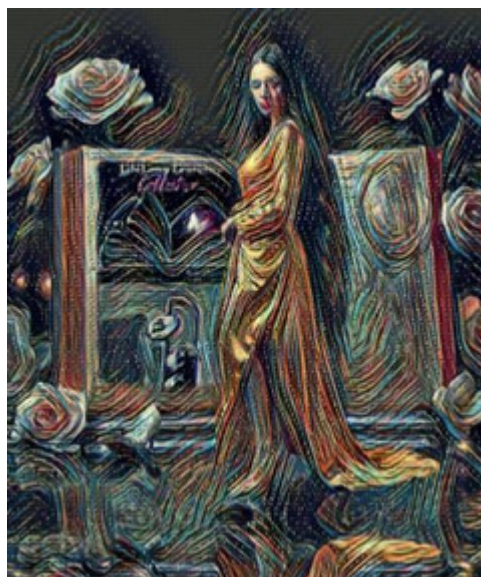
Lifelong Learners Collective by Ella Catherine. Discover the Lost Art of sales with Richard Blank.

Season 4 Episode 9. March 20th, 2024.

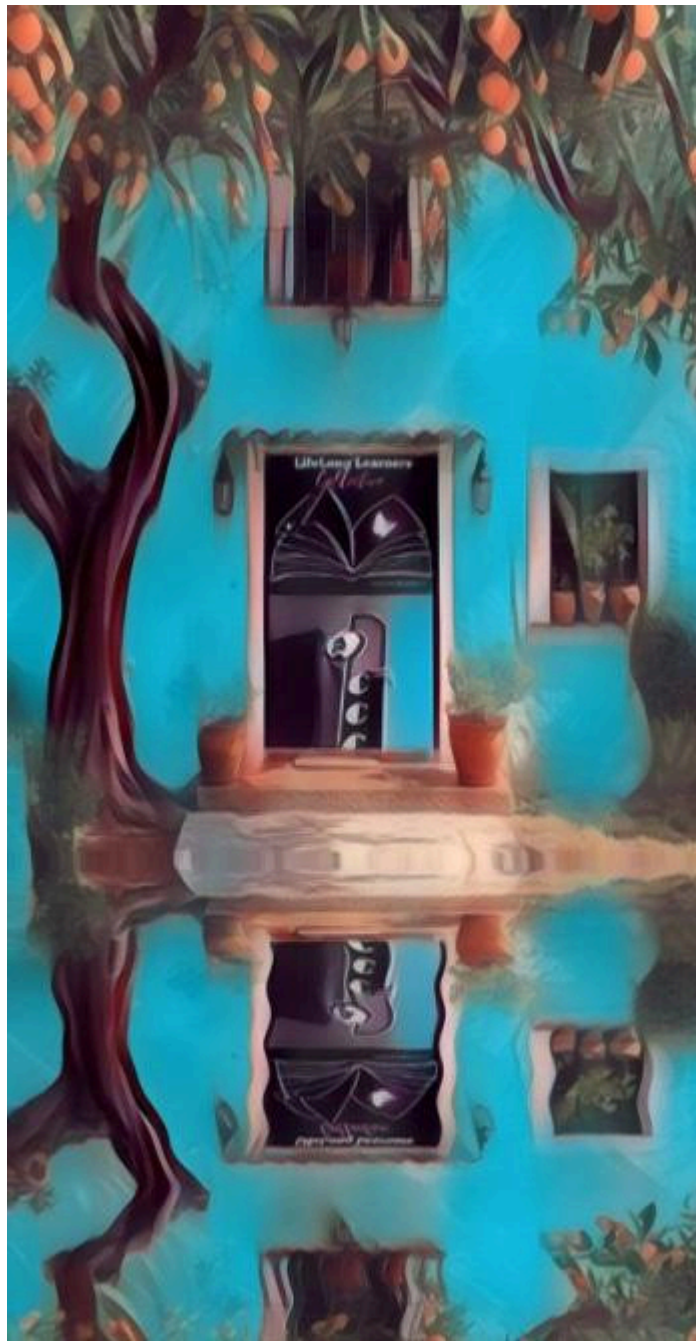


Expand your mind to elevate your life!

On this podcast, I interview game-changers from across the globe who are here to share gems of information that they have mined through success. Occasionally, you will hear straight from me, on recent discoveries and practices I implement.



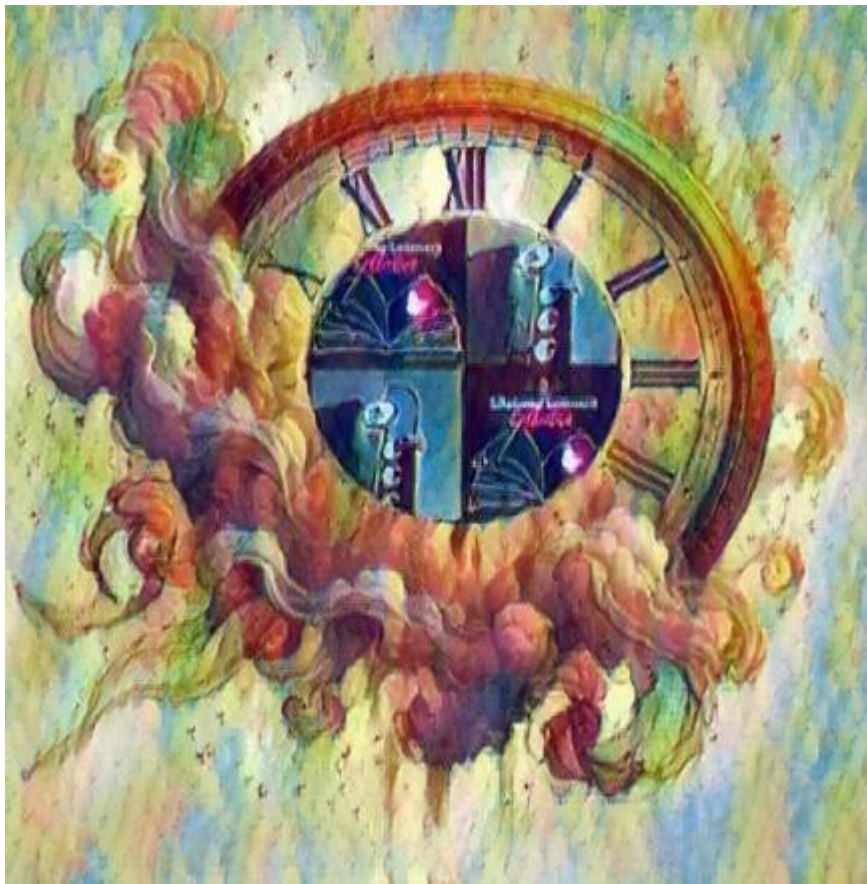
In this episode, Richard Blank, CEO of Costa Rica Call Centers, discusses the lost art of talking on the phone and the importance of soft skills in effective phone conversations.



He shares his personal journey and how he became the CEO of a call center in Costa Rica. Richard emphasizes the need for phone conversations in retaining clients, upselling, and receiving referrals. He also provides tips for dealing with irate customers and preserving energy and emotional balance during phone conversations.



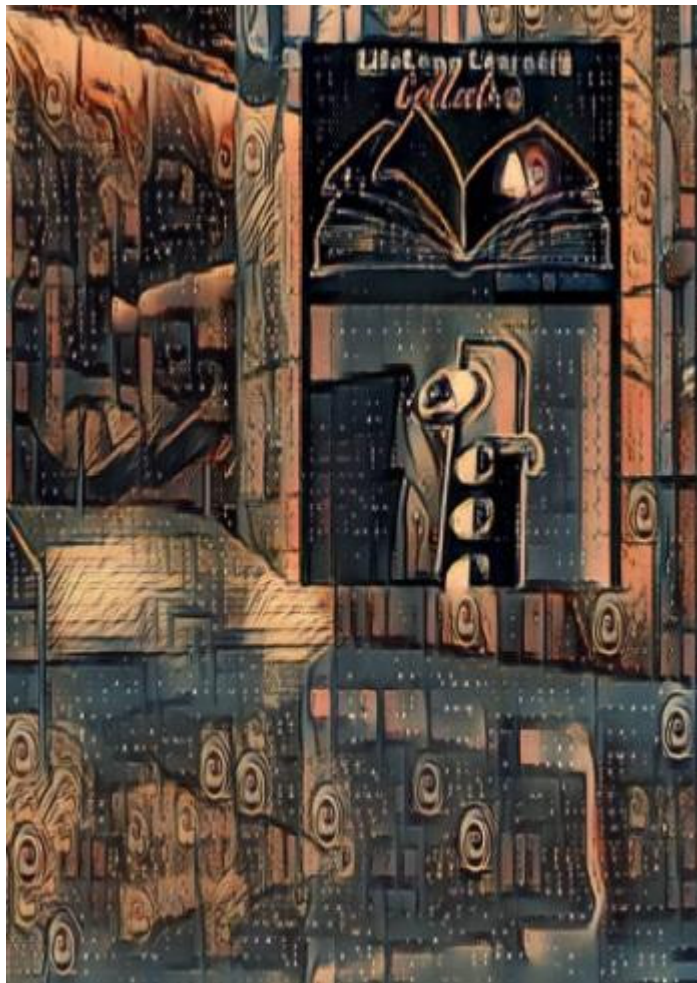
Additionally, Richard highlights the power of humor and storytelling in creating meaningful connections over the phone.



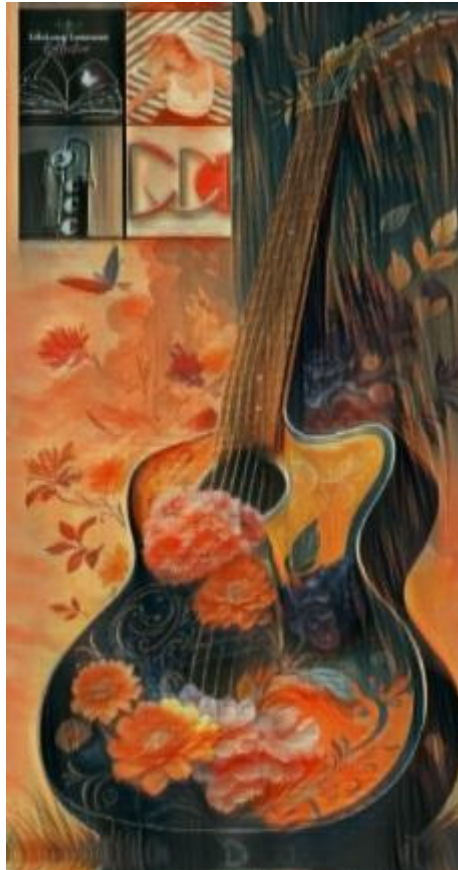
Season 4 Episode 9. March 20th, 2024.



Experiencing Costa Rica's Pura Vida and Mental Decompression
And the culture here, it's a very united culture. It's a very proud culture.



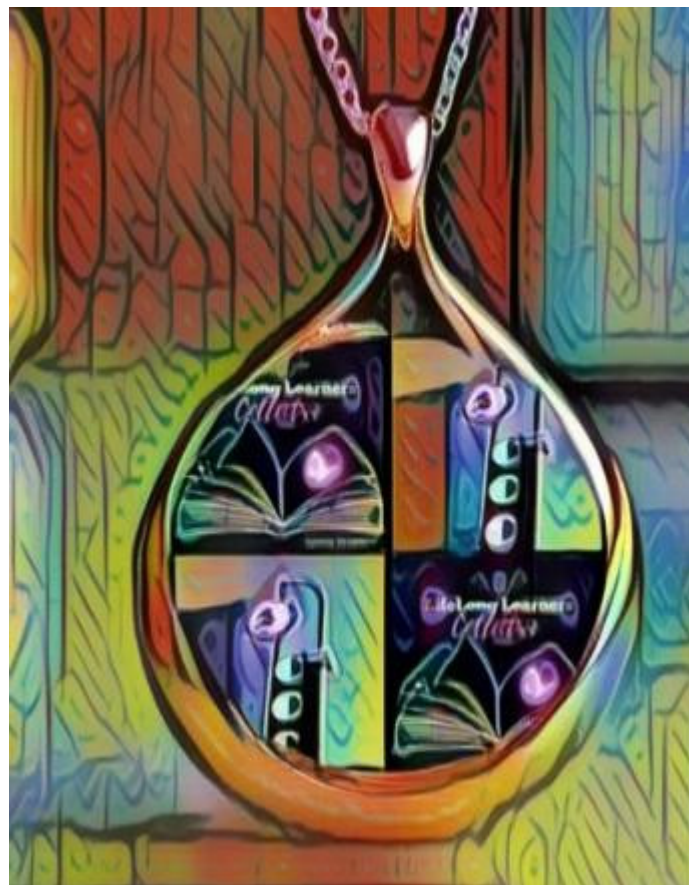
We mentioned Pura Vida, which means pure life. They're really into nature.



So, I mean, with all the national parks that you visited and the monkeys that are hanging around, the sloths and iguanas and butterflies, it's like being in a painting.



It really is. Maybe when you decompress, my friend, and you put the phone away and you sit under that palm tree next to a waterfall out in the rainforest and no one's around you, maybe that's the sort of thing that can recharge your batteries and get you in a healthier state of mind.



The shame that I see is when people bring that mental baggage with them and hoping that that will erase it when they come here. But no, they need to separate the two.



Or when people are here, they go maybe a little above and beyond in regards to adventure.



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.

Richard Blank



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.



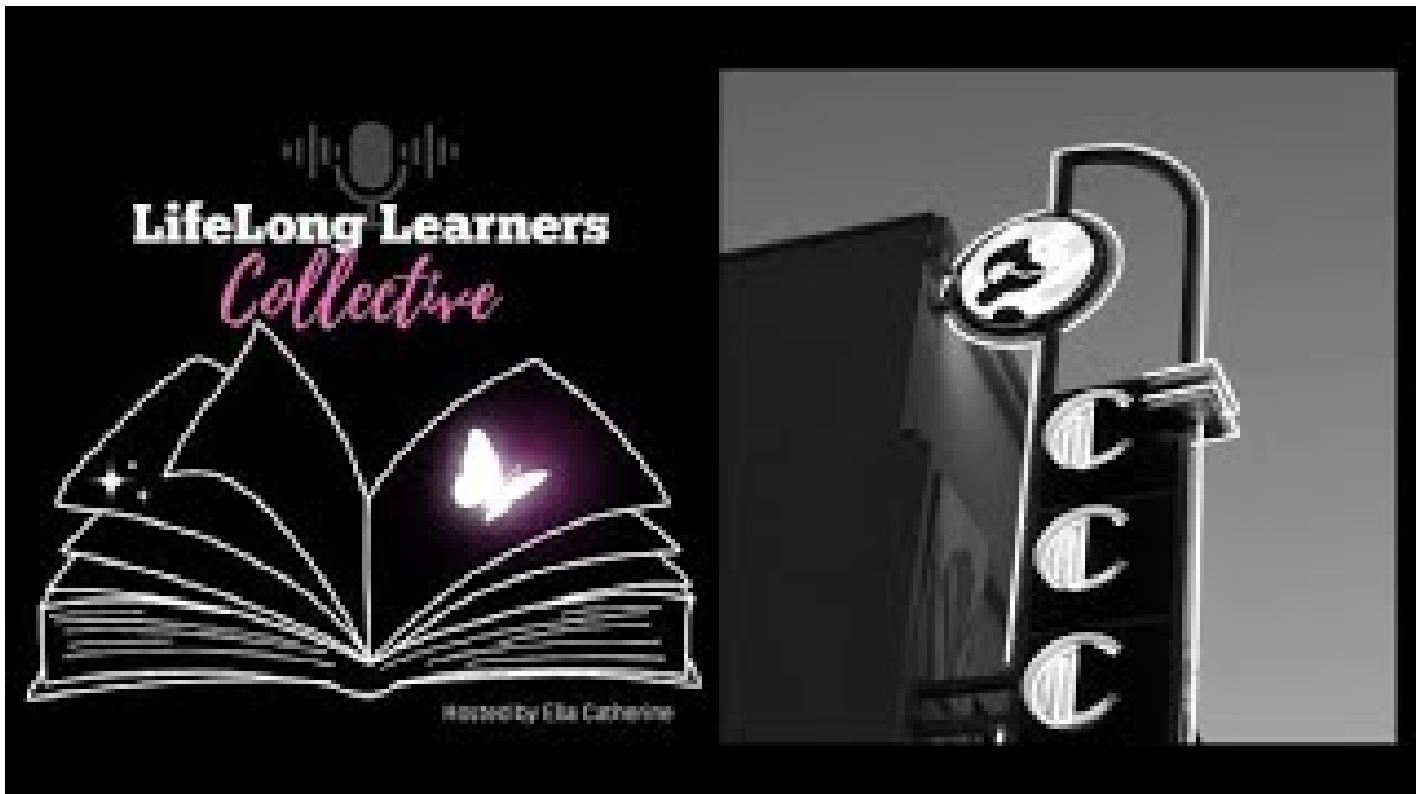
We encourage you to visit one of our call centers on your next personal vacation or business trip to Central America's paradise, Costa Rica. While you are here, we would recommend taking an extra day of your trip to visit breathtaking virgin beaches, play golf next to the ocean, try your luck at deep 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://costricascallcenter.com/en/outbound-bpo-campaigns/>

#LifelongLearnersCollective #EllaCatherine #RichardBlank #CostaRica #CallCenter
#Outsourcing #Telemarketing #BPO #Sales #Entrepreneur #B2B #Business #Podcast

#Gamification #CEO #trend #trending #listennow #subscribe #podcastclip #podcastvideo
#videopodcasting #podcastguest





Richard Blank hired bassist Garry Gary Beers of INXS.



Lifelong Learners Collective, Ella Catherine, 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

