



## The Awakened Titans Podcast by Lily Patrascu. Grow A Multimillion Dollar Business With 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.



Mind-Blowing Conversations with Influential Business Titans.

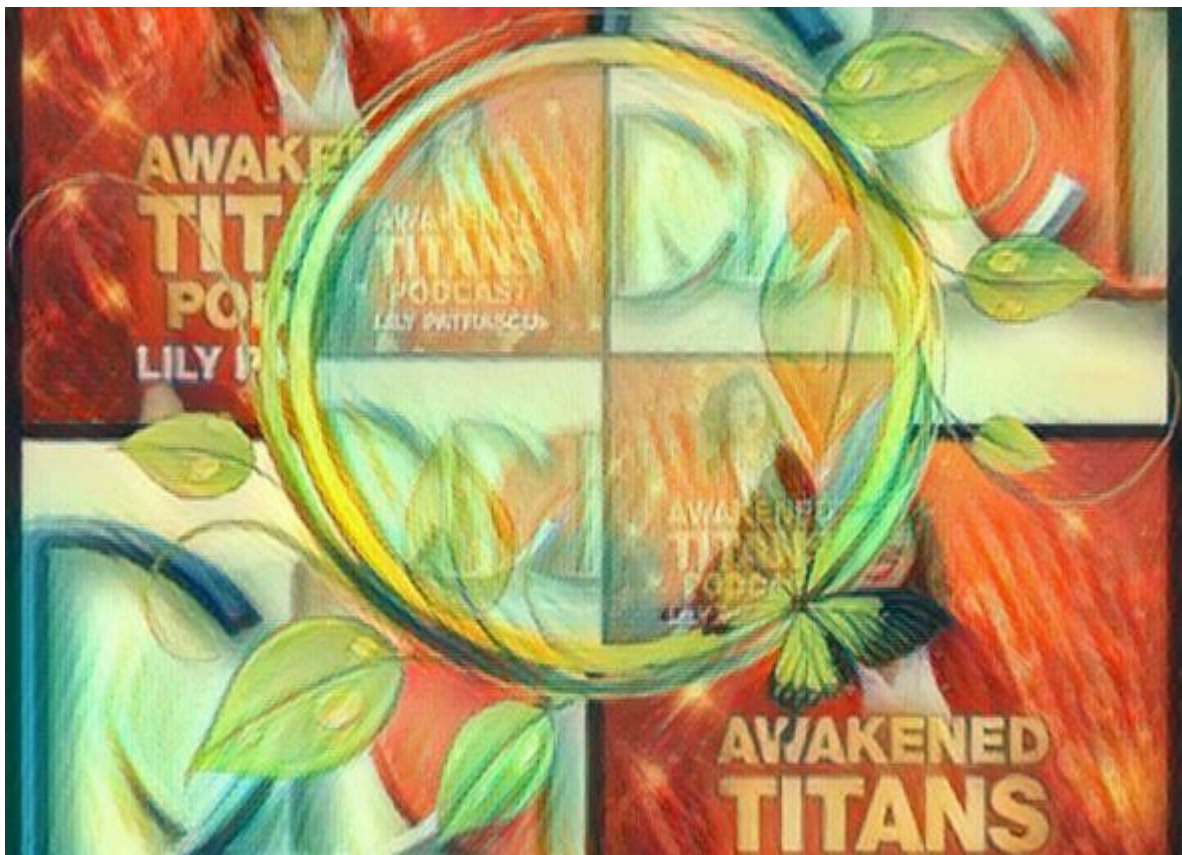


Awakened Titans Podcast - with Lily Patrascu shares mindblowing conversations with influential business titans so you can manifest abundance, love, joy, success, through exponential business growth, innovative products and services, time/money management, property investment, funding, startups, quantum awakening, quantum manifestation, quantum healing, quantum miracles, motivation, high achiever habits and more!





Follow us for more interviews with world's most influential business titans providing you with the insights to awaken to your full potential, so you can get paid to be yourself, find true happiness, and manifest anything you desire.



## Timestamp

0:00 Introduction

0:22 Multi-Million Dollar Business with Telemarketing

0:26 Interview with Richard Blank

0:34 Secrets to Success

2:05 Leveraging Telemarketing

5:09 Training & Skills Development

7:56 Typical Closing Rates and Metrics

10:48 High-Ticket Products

14:47 Transmitting Knowledge to Telemarketers

21:05 Handling Objections

26:32 Introduction and Air Conditioning Discussion

27:07 Building a Unique Company Culture

27:22 Importance of Gamification

29:55 The Power of Delegation

30:41 Leadership and Employee Relationship

33:59 Conclusion and Final Thoughts





### About The Host

Lily Patrascu is an ultra-creative book publisher and personal brand strategist for thought leaders, CEOs, luxury influencers. As an influencer, bestselling author, copywriter, global speaker, she supports busy entrepreneurs to find their message and share it with millions of people.



Lily Patrascu can make you an iconic brand, bestselling author and share your message with millions of people on global stages and media.

Lily is an ultra-creative book publisher for entrepreneurs, thought leaders, CEOs, personal branding strategist, influencer with 140k+ followers, bestselling author of multiple books, copywriter and property investor.





Lily organises influential millionaire entrepreneur/investor



events to connect with opportunities.



## Leadership: Developing Strong and Confident Employees

And sometimes I take things personal because if you're going to start strong with me, you should end strong as well. There's a huge attrition rate in this industry. But Lily, my attrition is natural. I'm going to lose somebody because it's closer to their home. It's a better schedule for their school or their girlfriend works there. But they'll never get the walk of shame. Lily, I'm not going to make you cry. And my ego is fine. I don't need to yell at you or threaten you because you could always quit. I'll bend you. I won't break you. But I need to get you better. I have to get you stronger, more self-reliant and more self-confident. And if I'm able to pay it forward in some sort of way to make you that much more stable and determined, that's how I believe leaders are made.

## Quality Control in Telemarketing



And what a shame, because if they had 10 lilies making phone calls, I guarantee the percentages would be different. I also believe in listening to the phone calls and doing quality control. Listen to their rate of speech, how loud they're speaking. Are they pausing? Are they asking transitional sentences? Are they using tie-down questions, if things make sense or sounds good? They're just more engaged.

## Ethical Use of Power and Influence





And the riches are yours. You have a very nice life and buy stuff. But gold and jewels lose its luster. I mean, there's only so many dinners you can eat. But if you're in a position of leverage and of authority or some sort of influence, do the right thing. Use that fire for warmth and light. Don't use it to burn people because it's a very special power and it should be used correctly.



### Buying Time with Personal Interests

But if someone starts talking about my pinball machines being from Philadelphia, you know, running this cool art deco looking call center, you just bought yourself five minutes, Lily. It's



yours to lose. And I think all you need to do is just buy a little 30 seconds to five minutes worth of time to continue your checkpoints and your pass to pitch. It could be done for a dollar or for a million dollars. Either way, it's the same play.

### The Importance of Language and Training in Telemarketing



It really all depends on the script. If you're giving me extremely technical words... might take us a while to learn how to pronounce it correctly or if I got to write my scripts phonetically. So at least I say things correctly. Like in real estate, for an example, you can't say escrow. It's escrow. Come on. And so there are certain things you have to switch. But I tell you what, if somebody has been in this industry for 10 or 15 years, they might have bad habits. That might be a cancer. That might be tainted or jaded. But if you bring an individual that's bilingual, which to me bears the mark of higher education, you can mold them. You can really adjust them accordingly and grow them quick. Because once again, they don't have bad habits.



Lily is a podcaster – host of Awakened Titans Podcast, with 100+ episodes with conscious multimillionaires.

Lily is a superconnector and referral machine for your business and loves to refer trusted high vibe entrepreneurs to your business to create win/win longterm collaborations.

She is the founder of “Brand For Speakers” book publishing and the co-founder of “Speakers Are Leaders”.

Lily has reached over 1 million people via social media & over 10,000 people on worldwide stages in the UK, Singapore, Peru, Mexico, UAE.





Lily would like to empower you and 100 million people to be happier, believe in yourselves and go after what you want so you can share your stories in books that transform the world, online courses/workshops that transform the world on global stages and create wealth.

Lily has managed a property business for 12 years and has increased the revenues for that business leveraging the power of a book and adding value.



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.

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.





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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.

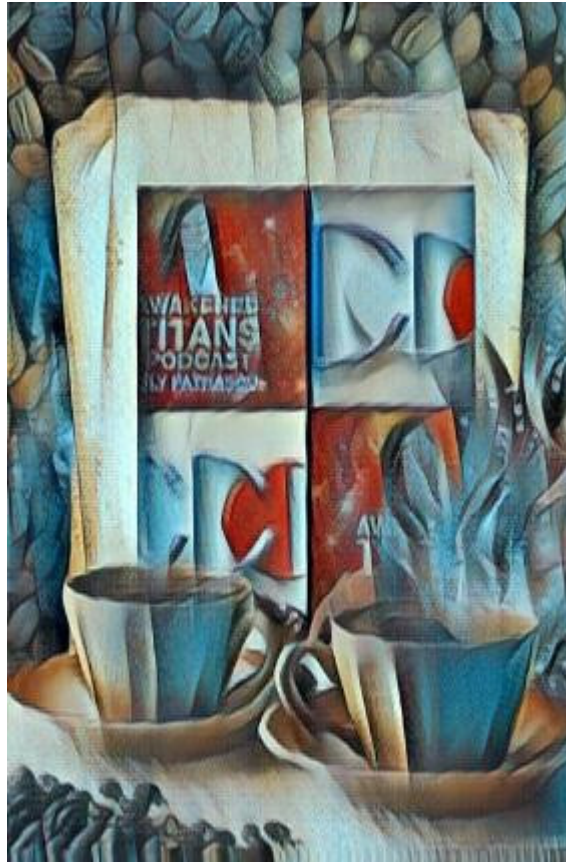
Costa Rica's Call Center (CCC) is a state of the art BPO telemarketing outsource company located in the capital city of San Jose, Costa Rica. Our main focus has been, and will always be to personally train each and every Central America call center agent so that we may offer the highest quality of outbound 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://costaricascallcenter.com/en/outbound-bpo-campaigns/>

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#RichardBlank #CostaRica #CallCenter #Outsourcing #Telemarketing #BPO #Sales  
#Entrepreneur #B2B #Business #Podcast #Gamification #CEO #AuthoryourBrandPodcast

Richard Blank



Costa Rica's Call Center

