



Hindsight the Podcast hosted by Lee Jones. Costa Rica Calling: A Leader's Hindsight by Richard Blank

In this episode of Hindsight the Podcast, host Lee Jones welcomes Richard Blank, CEO of Costa Rica's Call Center, to discuss the power of mindset and how it can shape both personal and professional success. Richard shares his incredible journey.



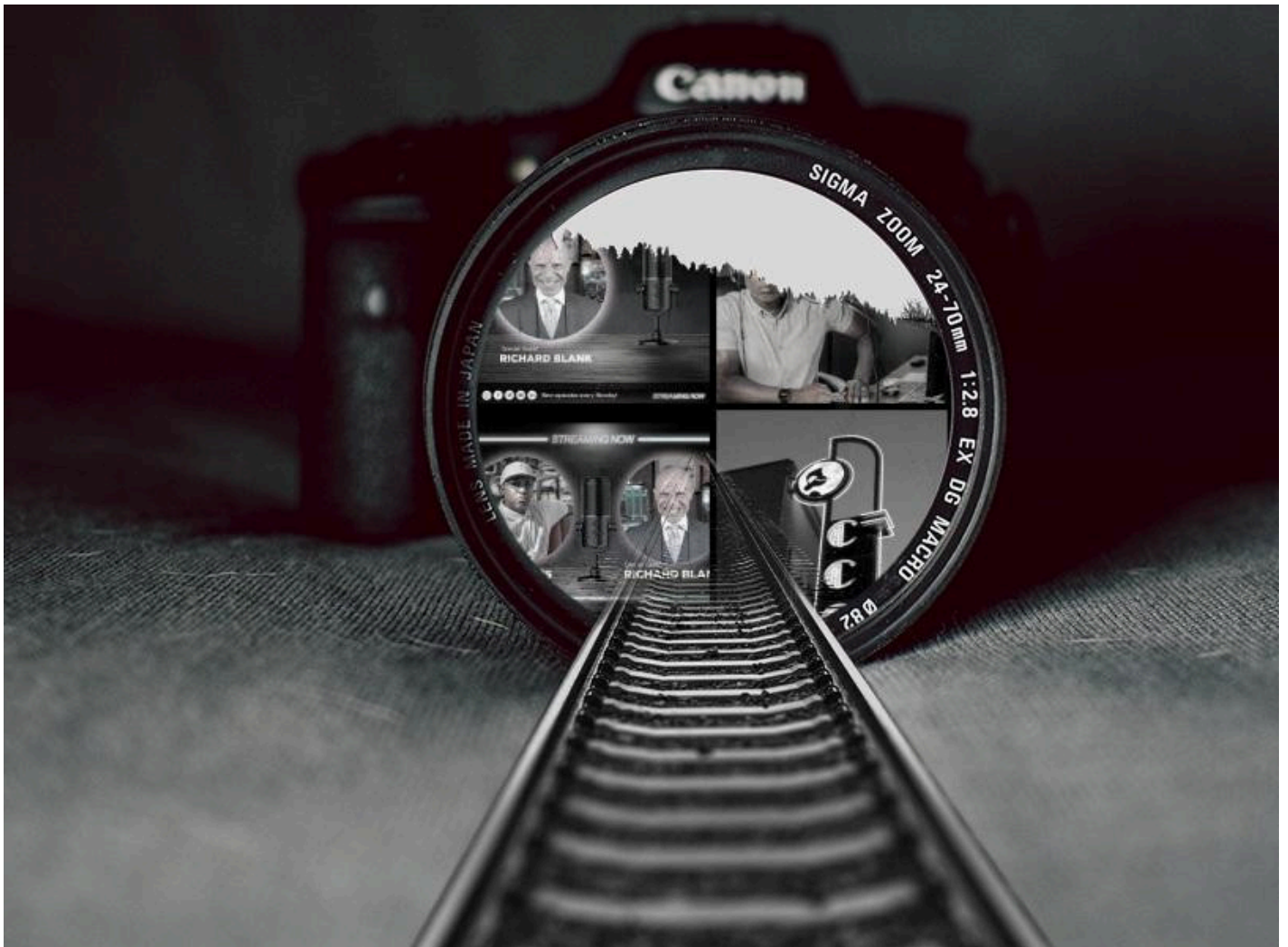
Inspiring Journeys to Success on Hindsight the Podcast.



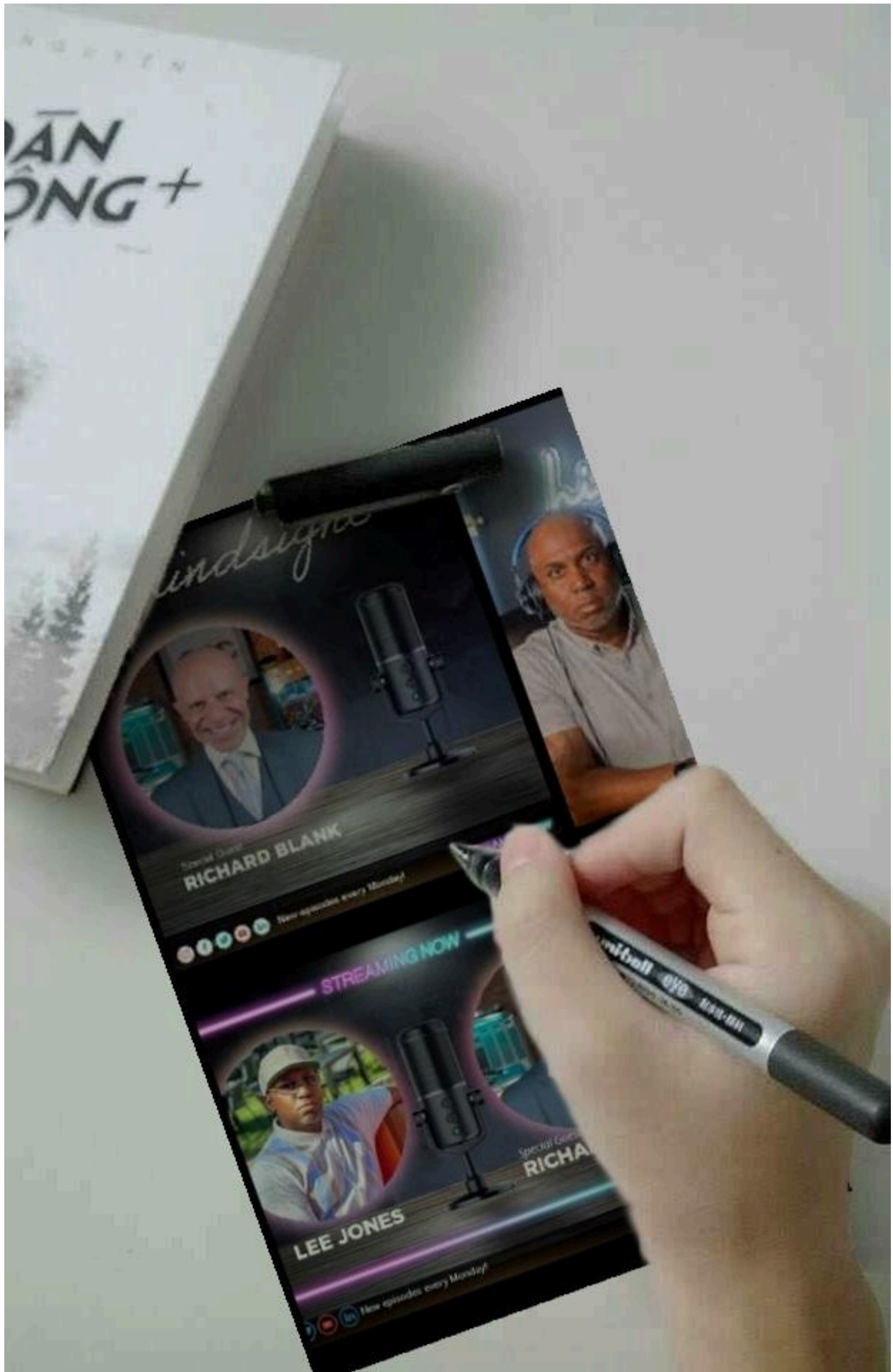
Past experiences shape future success. Hosted by Lee Jones—retired Army veteran, supply chain professional, and top podcast host—Hindsight the Podcast explores pivotal moments that define extraordinary lives.



Through insightful conversations with entrepreneurs, authors, and leaders, we uncover lessons in resilience, mindset, and transformation.



If you're navigating a career change, personal transformation, or simply seeking inspiration, Hindsight the Podcast is your guide to overcoming obstacles and building the future you desire.



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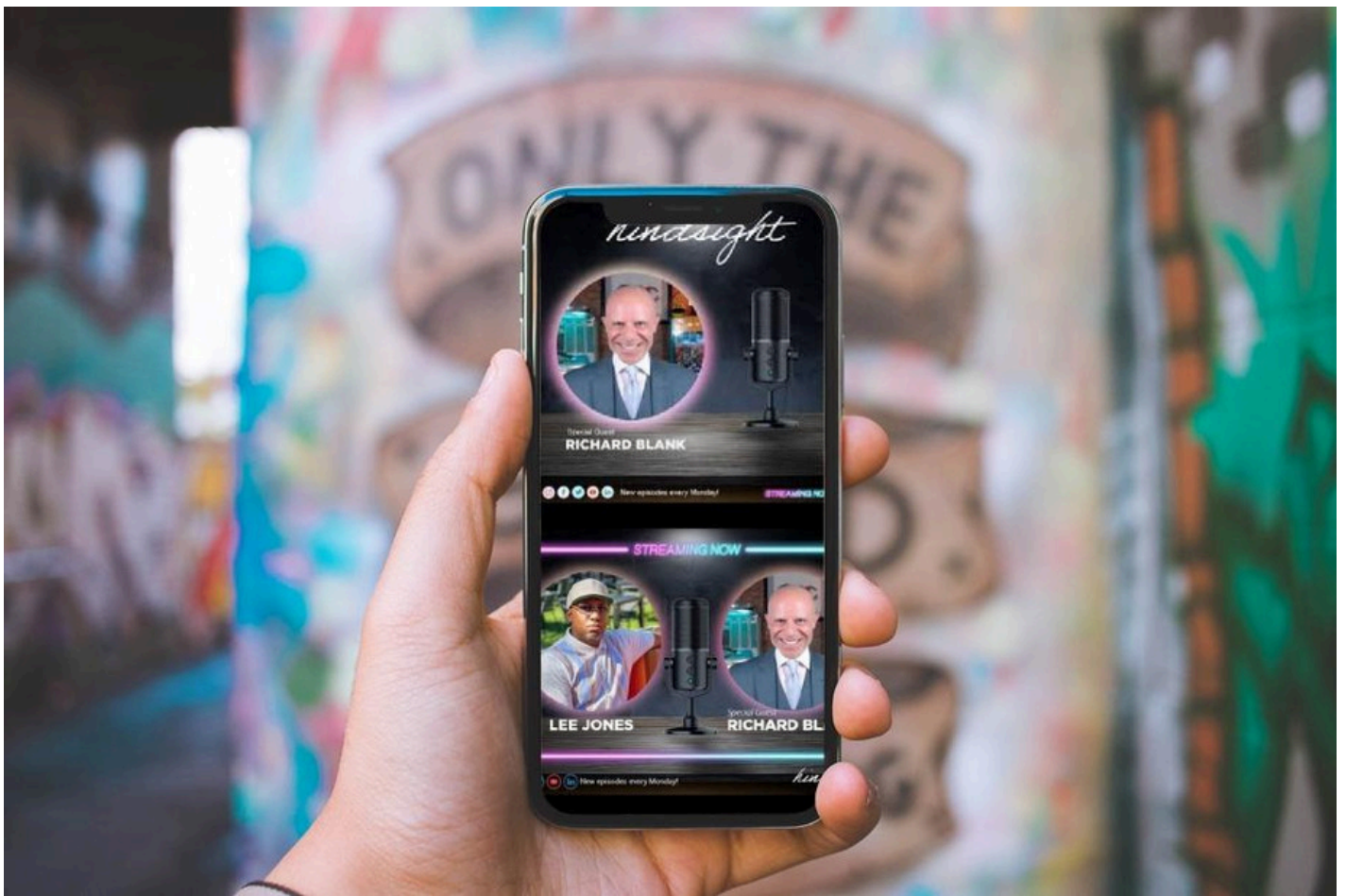
Richard shares his incredible journey from the U.S. to Costa Rica, where he took on the challenge of training over 500 employees in a high-pressure environment. With years of experience in leadership and public speaking, Richard dives into the importance of having the right mindset when tackling major life transitions.



Key Topics:

Richard's journey to Costa Rica and building a successful business
The importance of mindset in overcoming challenges
How to build a support network and set healthy boundaries
Creating actionable strategies for achieving your goals
Staying motivated and persistent in the face of obstacles

This episode is for you if:



You're navigating a significant career or life transition
You want to learn how to adjust your mindset to overcome challenges
You're looking for practical advice on leadership and goal-setting

"Your future self is not a prediction, but a possibility. And the choices you make today will either bring it to light or leave it in the shadows."

- Lee Jones



Discover Insights, Inspiration, & the Path to Your Success on Hindsight the Podcast
Are you navigating life's crossroads? Looking for guidance and inspiration to achieve your career goals? Look no further than Hindsight the Podcast, hosted by the renowned Lee Jones.



Join Lee as he delves into the stories of influential entrepreneurs, authors, coaches, entertainers, and individuals with exceptional business acumen. Through insightful interviews, Lee uncovers the secrets to overcoming challenges, making strategic decisions, and building a fulfilling life.



Key benefits of listening to Hindsight the Podcast:

Expert insights: Gain valuable knowledge from industry leaders.

Inspirational stories: Discover how others have overcome adversity.

Practical advice: Learn actionable strategies for success.

Career guidance: Find direction and motivation for your professional journey.



Why Watch Hindsight the Podcast?

As a seasoned host, Lee Jones brings a unique perspective and engaging style to each episode. His ability to connect with guests and extract their valuable experiences makes HINDSIGHT the Podcast a must-listen for anyone seeking perspective and personal and professional growth.

Hi. I'm Lee Jones

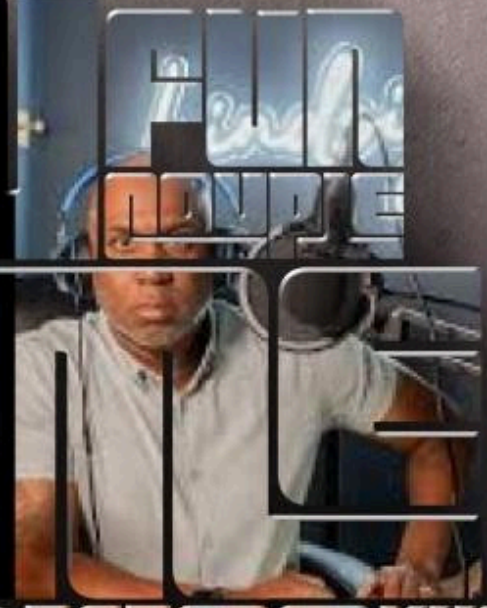


As an Army veteran and supply chain professional, Lee Jones learned that transitions are a natural part of life - whether it's a move to a new unit, a deployment to a foreign land, or a shift in career direction. As the host of Hindsight the Podcast, Lee is passionate about exploring the stories and decisions that have shaped the lives of my guests, sharing their "lessons learned" with others. Through Hindsight, Lee Jones aims to inspire and empower listeners to take control of their own transitions, and to find the clarity and confidence they need to thrive in an ever-changing world.

insight



Host
CHAD BLANK



JONES



Special Guest
RICHARD BLAIR

INSIGHT
WEEKLY
DISCUSSION
SHOW
ON
THE
WORLD
OF
TECHNOLOGY
AND
INNOVATION

SMART

insight

Lee Jones the Veteran

Lee has had the privilege of serving in a variety of roles and environments. With a military career spanning multiple units, from light infantry to military intelligence, I've developed a unique perspective on adaptability and resilience. Lee's lived in 7 states, and either traveled to or was deployed to 10 countries. These experiences have taught me the importance of flexibility and the ability to thrive in unfamiliar surroundings. As the host of Hindsight the Podcast, Lee Jones bring this expertise to the table. Whether it's a career change, a move to a new city, or a major life shift, Lee and his guests are here to offer insight and perspective.



Uncover the secrets to success with inspiring entrepreneur stories! Hindsight the Podcast, hosted by Lee Jones, dives deep into the journeys of visionaries like Krish Sidhu, Alan Lazaros, Willow J, and Angela Blanco. Gain valuable insights, actionable takeaways, and the inspiration to chase your own dreams. Subscribe for weekly episodes and join the Hindsight community! #HindsightThePodcast #EntrepreneurLife #Motivation

Hindsight the Podcast, Lee Jones, 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.



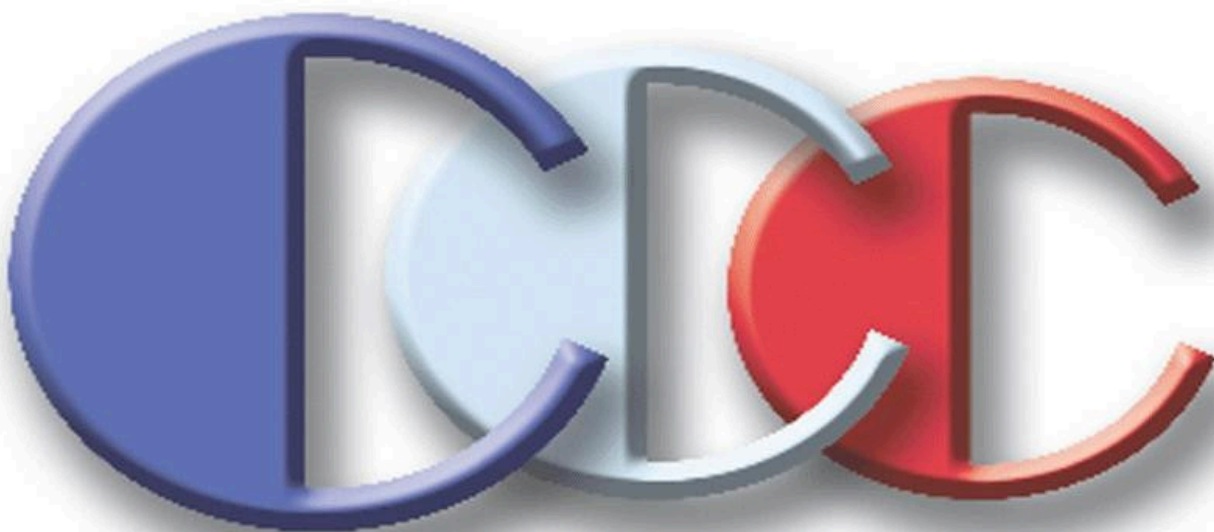
Mr. Richard Blank holds a bachelors degree in Communication and Spanish from the University of Arizona and a certificate of language proficiency from the University of Sevilla, Spain. A Keynote speaker for Philadelphia's Abington High School 68th National Honors Society induction ceremony. In addition, 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://costaricacallcenter.com/en/outbound-bpo-campaigns/>

Richard Blank



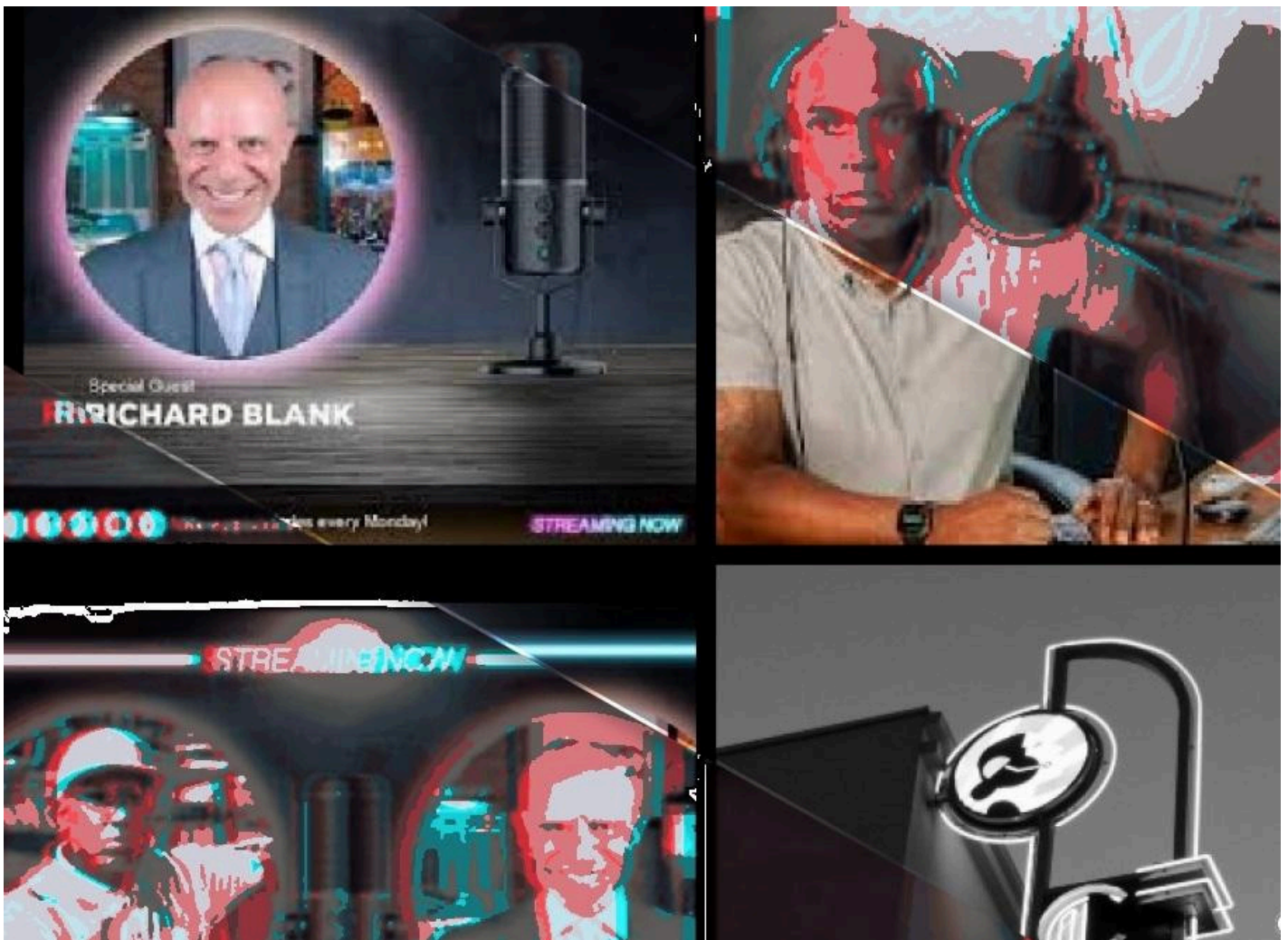
The Allure of Pinball Machines

How did you get into collecting those machines? Do you remember Ricky Schroeder and silver spoons? I had that arcade in his mansion. Yeah. Didn't you want one? We all wanted one. Of course we all do. And so just like Tom Hanks in the movie Big, or anybody that happens to come in a little bit of money, what do you spend it on? Well, for me, I spend it on suits and pinball machines. And it's interesting, but sad at the same time. These arcades are going out of business.



Community vs Material Wealth

Well, money loses its luster. And as I say, with jewels and money and stuff, it's great, but it loses its luster. It loses its, in my mind, value. These millionaires sit in their mansions alone, while the local guy that doesn't have two dimes to rub together is the most popular kid in town. That's why you see sometimes these GoFundMe pages. I know some of them are under certain questionable circumstances, but if people love the local guy at the high school or these stories where the community, when the whole community comes together, I love hearing stories like that because that person never expected it and just gave love constantly and got it back.



Exploring Uncharted Waters

And it's, um, It's very humbling. You don't underestimate yourself, but unless it was handed to you or school sets it for you, or it's in the blue book in the prints, it's very weird to go out in your ship, which is seaworthy, and go exploring because you could either come back broke or even sink, or you might find some riches and come back with amazing tales to talk about.



Validating Critiques through Shared Experience

and where's your wall? Where's your bricks? And so I size up from time to time people that come by me with a white glove and make their suggestions. And I'm cool with all of that. But

then again, what have you done where you can literally compare yourself to me? And I'm not saying it is an elitist, but damn man, unless you're a call center person that moved from Philadelphia that speaks Spanish and started his company with his wife, how the hell are you going to compare notes? But if you find me one, I'd love to take them out to dinner. Let's just talk about it.



Emotional Tribute to Veterans

And so these individuals definitely raise the bar. But you get me emotional for a minute. But thank you so much for your 20 years of service. You are a hero. And I was fortunate to have a grandfather and uncles that served. Those are heroes. Yeah. Yeah. But yeah, man, my heroes. Anyway, getting back to my story.



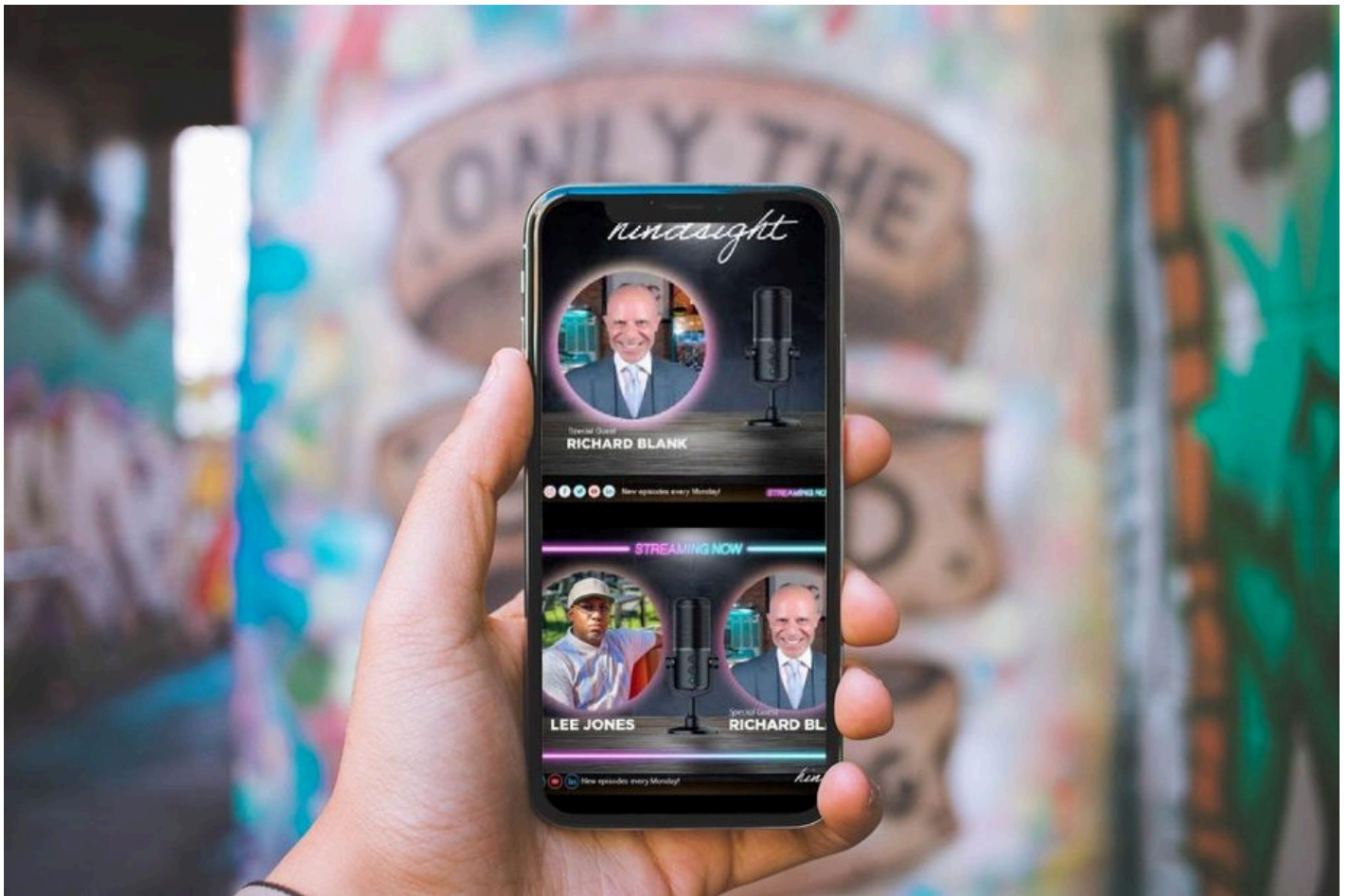
Building an Effective Support Network

You have to separate two things. You got to have the players that get things done for you. And then you have the intimate people in your lives that you bring to your home and you share things with. And so I myself might be seen as a Blanco, as a target, charge me extra 20 to 50% if I show up. And so I needed to have a face man of my A team. I also needed a BA and a little bit of a Murdoch, a little bit of craziness.



Don't Quit When the Going Gets Tough

I've also had people say, I can't take it. I'm quitting. Lee, don't quit. I can't take it anymore, Richard. Dude. Relax, just stay off the phone for half an hour. Why don't you take the rest of the day? No, man, that did it. Judy's F you. I was in the industry for nine years. I worked at all the big boys, but I think I want to go back and work at a hotel now or go to the beach. And I go, please don't, because if you can't handle this level, and this is when I get straight and come to Jesus.



#HindsightthePodcast #LeeJones #RichardBlank #CostaRica #CallCenter #Outsourcing
#Telemarketing #BPO #Sales #Entrepreneur #B2B #Business #Podcast #Gamification #CEO
#trend #trending

