

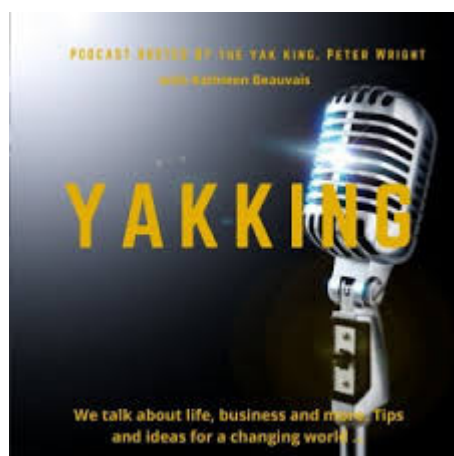


The Yakking Show by Peter Wright & Kathleen Beauvais. A Costa Rica story- EP 182 with Richard Blank.

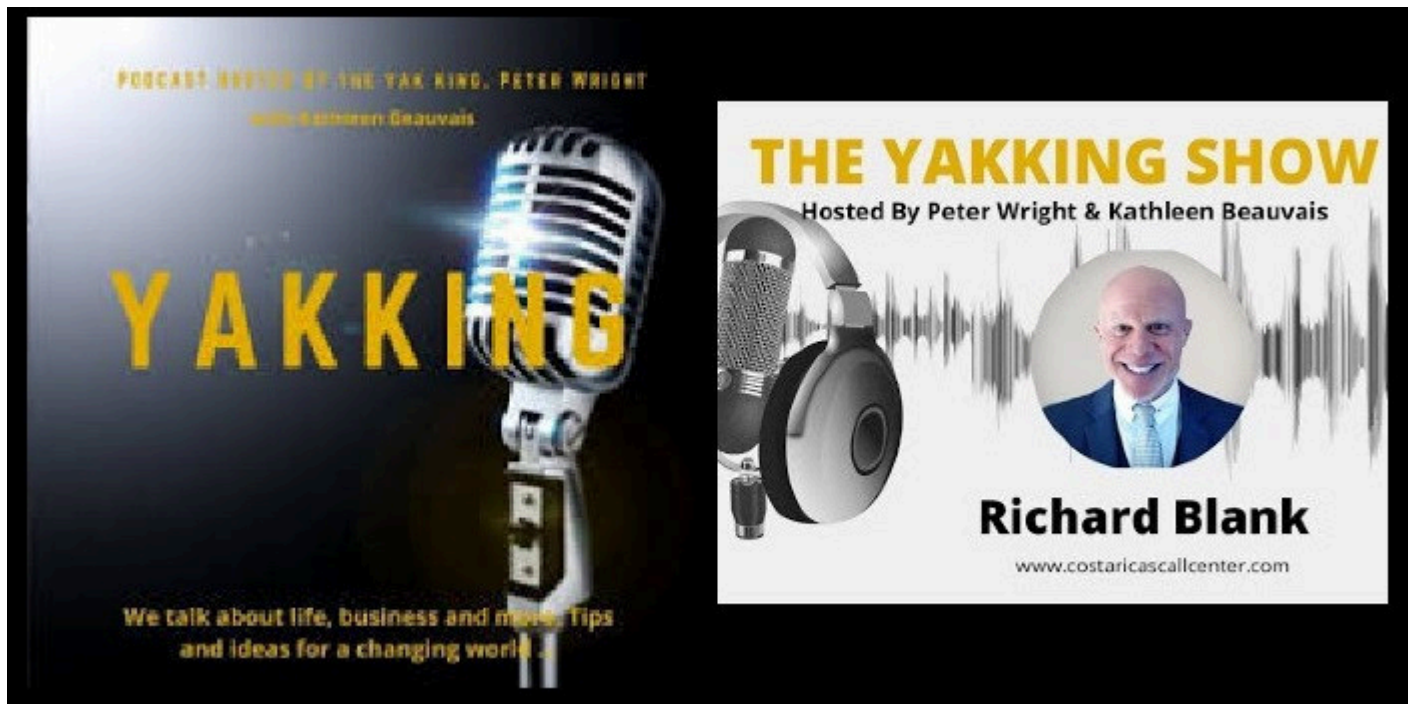
Get ready to unlock your potential, cultivate balance, and embrace a life of joy and fulfillment. Embark on a transformative path towards holistic wellness. Richard Blank, CEO of costaricascallcenter.com



Guiding You to Health, Balance, and Wholeness Your go-to channel for expert advice, practical tips, and inspiring ideas to elevate your mental and physical well-being.



Join our community of like-minded individuals who are committed to achieving a harmonious and fulfilling life.



Discover transformative techniques to enhance your mental resilience, boost your physical vitality, and find contentment in every aspect of your journey.



Get ready to unlock your potential, cultivate balance, and embrace a life of joy and fulfillment. Embark on a transformative path towards holistic wellness.



Richard Blank, CEO of costaricascallcenter.com talks to Peter and Kathleen about building a world-class call center business, training bilingual telemarketers and providing exceptional levels of service to international clients. Richard tells us his success secrets.



The Yakking Show was born out of a desire to give entrepreneurs, self employed professionals, authors, and other creative people a platform to talk about themselves, their services and their products.

THE YAKKING SHOW

Hosted By Peter Wright & Kathleen Beauvais



Guiding You to Health, Balance, and Wholeness

The show that provides you with a greater range of actionable business ideas than almost anywhere else on the internet.



In March 2020 at the start of the global disruption caused by the coronavirus, we wanted to do something to fill the gap caused by the sudden end of live networking events and to lighten the dark mood that had settled on the world.



The show gives you an opportunity to tell your story in an informal conversation with Peter and Kathleen, experienced and successful audio and video podcast hosts.



Podcast appearances are more authentic than corporate publicity videos.



We do all the work, you just show up on Zoom, we record, edit and publish video and audio versions on all the major video, audio platforms and social media.



We provide you with links to the finished video and audio uploads to share on social media, embed on your website, and use in promotional material.



We have an international audience made up of diverse business, community, industry and consumer participants.



You may qualify as a participant for our Premium Content series in which case you will be featured in longer interviews with more opportunities to showcase your business.



Timeline

- 05:00 Adapting to a new culture
- 06:20 What makes Richard successful
- 09:40 Active Listening
- 12:30 Training at-home workers
- 14:00 Dealing with angry and upset callers



17:00 Dedicated Practice

20:50 Long lines & potholes



23:23 Phonetic micro expressions

28:47 Fortune favours the brave

30:01 Positive escalations

Kathleen Beauvais



Podcast host that is guiding you on your path to wholeness.

I am a co-host of The Yakking Show along with my wonderful colleague, Peter Wright. This is a captivating podcast with a keen interest in all things health-related.



Peter and I are thrilled to co-host alongside experts in health, fitness, alternate health, holistic living, meditation, and mindfulness. This is a platform for thought-provoking conversations and valuable insights, empowering our listeners to enhance their overall well-being and achieve harmony in their lives.



If you are passionate about holistic living and personal growth, I invite you to connect with me and join the conversation on The Yakking Show.



Let's inspire and empower each other to reach new heights of health and well-being.
Peter Wright:



As co-host of The Yakking Show audio and video podcast, for our business channel, I interview guests to provide actionable business tips and ideas for our audience of SME owners and entrepreneurs.

On the Harmony: Your Path To Wholeness channel, we interview guests for tips and ideas about healthy living, alternate health, holistic health, wellness and fitness.



In my public speaking and writing roles, I speak and write about life, health, and overcoming adversity.

My life has been an amazing adventure, living in 3 countries in Southern Africa, traveling to and doing business in many more.



My working career has included marketing management in small and large corporations, starting and running several of my own businesses before returning to Zimbabwe to farm for 10 years.

I suffered 3 years of intimidation and death threats during the Zimbabwe government's illegal farm takeovers, eventually being unlawfully arrested, rigorously interrogated, and detained by police.



After being released I was prevented from returning to my farm. I left Zimbabwe in 2004 with only 2 suitcases to start over in Canada.



Specialties: My challenging and often dangerous experiences in Africa have given me a unique ability for survival and recovery. It has given me a wealth of experiences to enrich my writing and weave compelling stories

It's not what happens to you in life, it's what you do about it that counts.



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. 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/>

Kathleen Beauvais, Peter Wright, The Yakking Show, 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,

Richard Blank



#KathleenBeauvais #PeterWright #TheYakkingShow #RichardBlank #CostaRica #CallCenter
#Outsourcing #Telemarketing #BPO #Sales #Entrepreneur #B2B #Business #Podcast
#Gamification #CEO #learnpodcasting #podcastepisode #podcastguest #podcasting
#podcastinterview #podcastplaylist #podcasts #podcastskills #podcastshow
The Yakking Show EP 182 with Richard Blank. Peter Wright & Kathleen Beauvais discuss a
Costa Rican adventure.

