



Mitzi Ocasio Let's Think About "Soft Speaking Skills." LTA Podcast Special Guest Richard Blank

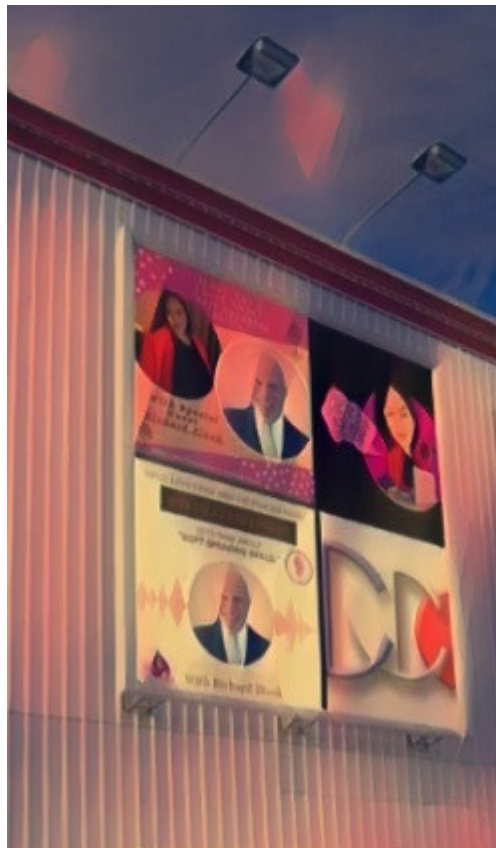


Our podcast is a treasure trove of topics that matter to you.



We feature a wide variety of subjects; each explored in depth with the help of guests from all over the world, each with their unique backgrounds and perspectives. Join us as we think together, exploring topics in ways you may not have considered before. Our podcast is an interactive journey of discovery, and we invite you to be a part of it. Check out Mitzithinkinc.com for more topics to ponder! Let's Just "Think About It!"

This is a safe place to think about topics that you may believe are essential. I have a variety of topics and guests who bring a perspective that I know will have you pondering what matters to you.



Richard shares his love of language and how he has perfected the soft-spoken skills I know so many are learning to obtain. He makes great points about how someone can develop this skill and how he dived into the Spanish language. This conversation is sure to leave you feeling enlightened and inspired.



Mitzi Let's Think About It.

This is where we explore the what-ifs in life. We examine the possibility of shifting our perspective to evolve in areas of ourselves that cause a ripple effect in one's life, With guest from all over the world and all walks of life sharing their testimonies and perspectives into great topics that will keep us all thinking.

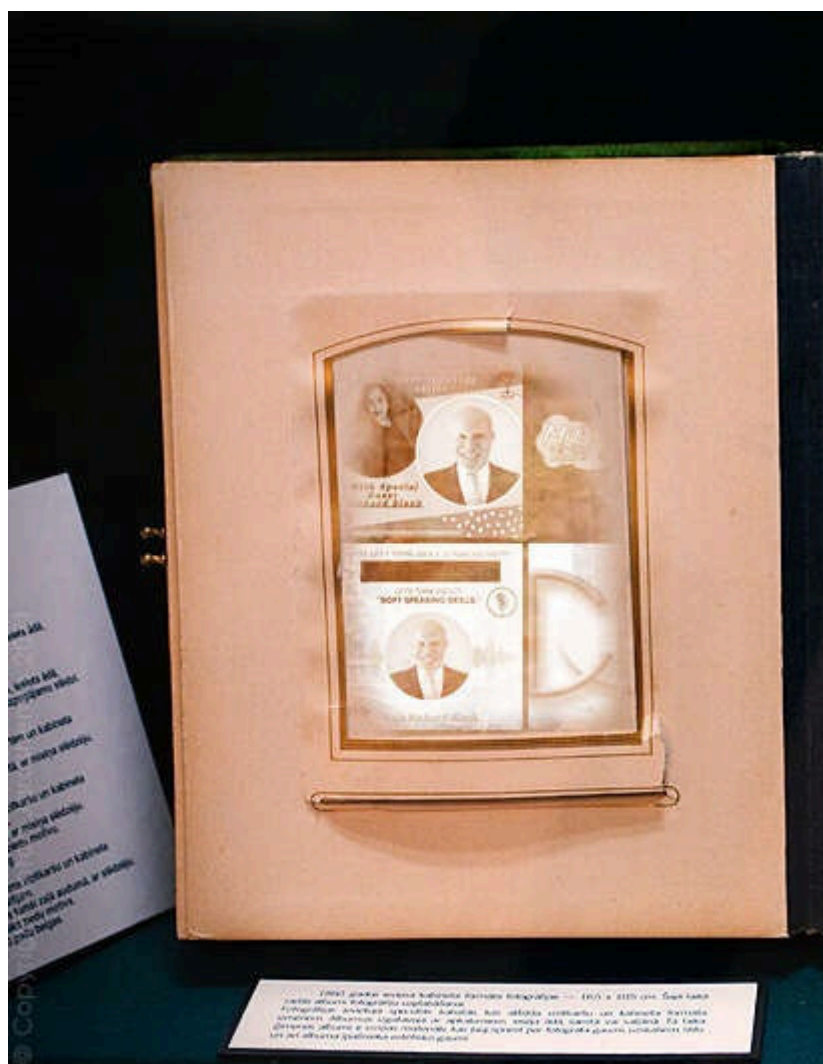


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Welcome to "Mitzi, Let's think about it" Podcast

What a perfect time and way to share my thoughts!

That's why I made these audio podcasts available: they're a fun way to vocalize my thoughts. Stay tuned every Tuesday and Thursday. I'll focus on topics that matter to me, to you, and to everyone with a mind that thinks. Creating a safe place to share our thoughts.



Welcome to Mitzi Let's Think

What is "Mitzi Let's Think" all about?

Mitzi Let's Think is all about pondering some issues of life that make me think. This web page is about sharing my thoughts, findings, and opinions while having fun, learning, and being enlightened by a 360-degree perspective. If, by chance, it inspires you, Let's think about it.



My name is Mitziel, but everyone calls me Mitzi. I consider myself to be an overthinker. I have always had to control my emotions at a very young age. Life hasn't always been easy for me, and I wanted to grow up sooner than other people. My hardship in life had made me constantly wonder "what if," which sparked my love for imagination and creativity.



I love to write children's books because they get my mind outside of reality and into imagination. I also like music, reading, and, honestly, everything arts-related.

I love thinking about everything I can and why such things are so. I have always been curious about why people feel a certain way and how easily certain things can become taboo. I guess that is why I started Mitzi Think Inc.: I love thinking about everything that can be thought of. I recently became a mother of two and am newly engaged. With this new chapter, I'm experiencing new emotions and taboos.

MITZI, LET'S THINK ABOUT IT PODCAST SHOW!

SPECIAL GUEST EPISODE

LET'S THINK ABOUT
"SOFT SPEAKING SKILLS."



With Richard Blank

Because of this, I knew I couldn't be the only one curious about our emotions and the taboos that are part of life. When life has so much to offer and so much to take from us. I knew this was the best way to share my thoughts and feelings. Please tune in to my blogs, podcasts, and books so we may think about such things together.



Paying It Forward and Reflecting on Life at Midpoint

And so I had to pay it forward some way. I just couldn't be selfish and earn money on my own. When I was doing well in business, I said, well, instead of being the top salesman, why don't I go from one and do it 100? I teach the people how to do it. And maybe I can make a dollar off each person compared to 100 for myself. And so I liked it better that way. I got more satisfaction. If I was going to earn the same dollar, I get more satisfaction knowing I brought 100 people with me and seeing them cracking codes and getting better because I'm 52 now. I'm the bald, gray, wise one by the fire. telling you're not that old oh my goodness why do people in their 50s think they're about to croak no you are only halfway there you still got so much life ahead of you so much 38 more years, I didn't say it's over but i'm letting you know i'm past halftime you know you're not even past you're not even past halftime yet not even past that there are people living past 100 years old past 100 years old Your energy, your spirit, all that you are will bypass the standard way of living just because of your mindset.



Mitzi and Richard's Relatable Pet Peeves

I got a couple different things. I hate having full pockets like in my jeans. Like if you give me a lot of change and I got keys in there and other things, I hate having full pockets. That bothers me so. I hate slow drivers that annoy me because they know I'm in a rush and they're going slow on purpose. And then all of a sudden I hate the make and mark of their car and the color. I get angry. um what else bothers me um people that may not be considerate of personal space or common sense i hate that but they just stop in the middle of nowhere they make camp they realize you got your card are you trying to get by and There are two ways you can do it. You can aggressively go at it or react to it a certain way. And I still think there's damage because you're wasting time and your patience. But I've seen that passive aggressive behavior actually reduces any sort of stress compared to saying, yo, what's going on? I start yelling at him.



The Art of Speech in Business and Personal Connection

I have a luxury trade. Yes, I'm in a call center. It's the medium. I can do well, and it's an industry and a business. But the basics of this, and I'm still kind of fighting against the AI, is the art of speech, the interpersonal electromagnetic energy transfer. The fact that we can retain a client, do an upsell, get a referral, or get an exit interview. And the synergy that people feel on the floor. What a linguistic, artistic environment, especially for English second language. What a dedication. And you're getting the return on that investment. And the beauty of that, Mitzi,

and you know this, is when you're translating, you're even more focused than you are if it's in your native tongues. I mean, when you're used to it, it's easier. But you're really tapping into something that puts you in the now, right? That much more. And so hats off to anybody that speaks multiple languages because you want to talk about connections with people and soft skills. You meet someone that learns that second language. You both know what you put into it. And so the conversation starts so strong because you both did this to be able to relate to others. And so I have been embraced so. When I speak my Spanish with my Philly accent, I've done well in business and people really... You know, they gravitate towards me.



Words of Wisdom: Self-Respect and Living Authentically

Of course, I can't thank you enough for having me as a guest. But my parting words, what's assisted me in the long run is just not to be hard on myself. Okay, it's so important to look in my own eyes in the mirror. If you can't do that, we got some issues. And there needs to be some self respect. I like people that make their bed in the morning, if they're capable of hitting the gym, so they can release and retain. And if you can have a better diet, so we just don't do fun food all the time, we have food that can maintain and give you protein. You know, I always believe that regardless of any sort of outcome, at the end of the day, if you know you did things with honorable intentions and good faith, you should be able to live with yourself because a lot of people compare way too much and that's okay. But I don't know. I think you should be your own destiny, your own future, your own pace.



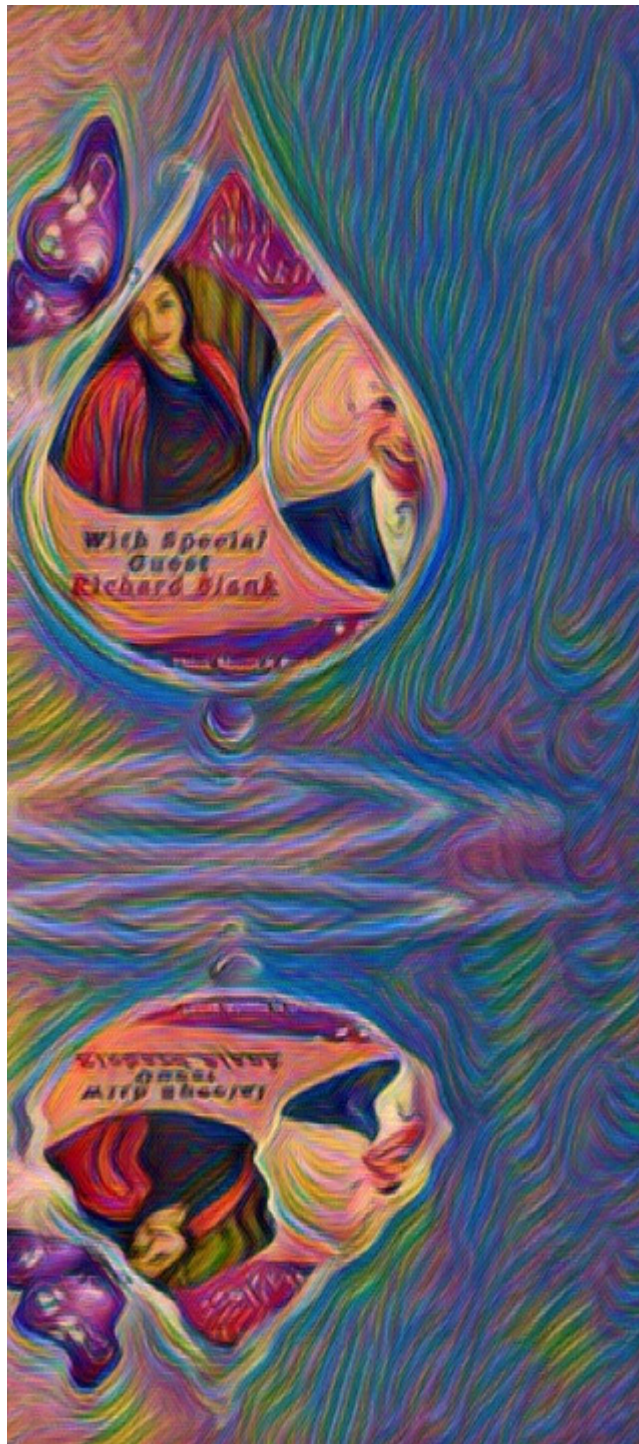
Mastering Soft Speaking Skills and Conflict Management

Hello, hello, ladies and gentlemen. This is your girl, Mitzi, and this is Mitzi. Let's think about it. Today we are thinking about soft speaking skills. Yes, ladies and gentlemen, goodness, if I can speak, I can get untangled and punctified and articulate my words, but yes. Soft speaking skills is what we are focusing on today with Richard, who's going to help us really think about this. So, Richard, thank you so much for coming on to my show. When you hear the words soft speaking skills, what does that make you think about? Well, first, Mitzi, I can't thank you enough for being a guest on your podcast. A lot of things to think about. First thing that comes to my mind, conflict management. Soft skills, diplomacy, and certain strategy to readjust tones and prolong conversations. And hopefully you can get something out of that interaction. That's usually the name of the game. Right, right. Soft tones. I always heard that you can say anything as long as you choose the word and the tone wisely. Is that true? 100% you're gauging on positive or negative reaction from somebody. And so even I myself will replace certain words, I'll take out help and put in assist guide and lend a hand. Never excuse me for my clarification. These are certain things, as I mentioned, readjusting tones and making it softer.

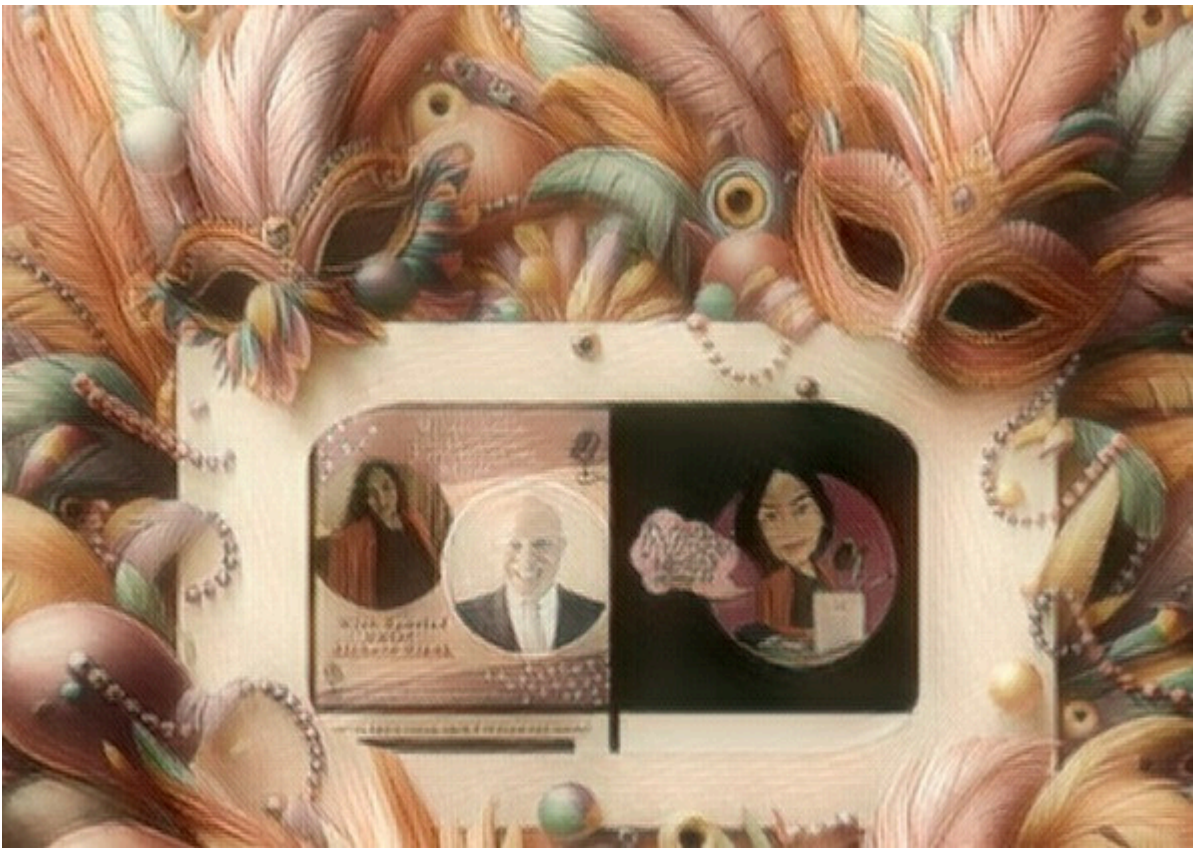


Embracing Aging and Language Learning Struggles

So who's to say you're going to croak in 48 years already? Just because you're bald don't mean nothing. Just because you got great just shows you are wiser. That's all that it means. But somebody will still, your wife will still love you. She will still laugh at your jokes that you told 10 years ago. You know what I mean? It will be the same thing. The beauty of that is that because you're doing it with the right, you're putting your right foot forward every day. You're looking for joy. You're looking for goodness. You're looking to serve others. And the fact that you're linguistic and the fact that Spanish was your first language and you had to learn English, let's be honest, English is not easy. English makes no sense. But yet here we are making the sense of the English. The opposite, though, I grew up in northeast Philly. So Philly. So English was my first language.



And then Spanish came later. Oh, okay. Okay. Well, thank you for correcting me. Either way, the fact that you had to learn Spanish is, is still hard. Well, Spanish is still hard to learn, because you there's still still rules, you know, they mean that you still have to apply, and you still have to remember because there's formal and informal and In the English American language, we're so informal all the time. We have to remind ourselves when we're in Spanish mode. Oh, to go. Oh, OK, this is formal and this is informal. So you have to check yourself continuously when you're having conversation. And I know what you mean.



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.



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



#MitziLetsThinkAboutIt #MitziOcasio #RichardBlank #CostaRica #CallCenter #Outsourcing
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Let's Think About... "SOFT SPEAKING SKILLS."



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**WITH SPECIAL GUEST
RICHARD BLANK**



Richard Blank hired bassist Garry Gary Beers of INXS.



Mitzi Let's Think About It, Mitzi Ocasio, 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,