

Today's guest was an employee who then joined a start-up as a CEO before leaving them to become an innovative freelancing trainer I was thinking like how can I go global like these platforms like Skillshare you know that or Udemy you know where you can publish your trainings I was like I was like there is no way that anyone would be interested with a guy with strong east European accent you know so I was like there's no way for me to do that you know that was Jiří Benedikt and this is rich English episode four

this is Rich English welcome to another episode of Rich English did you survive the blackout what blackout the Facebook blackout it was nearly six hours where I was in the Czech republic six hours without Facebook I've never been so productive tip for deep working turn off those distractions kill the notifications ignore email in fact just turn off your phone

as ever before we get into the interview with Jiří I'm going to give you a little heads up on some of the terms vocabulary some of the phrasal verbs that I use in the show that usually uses in the show so that you can better understand the interview which is a fantastic interview today yet his enthusiasm for what he does is boundless so it seems unending he's incredibly enthusiastic and he's a joy to listen to I hope you as the listener enjoy this today's show as much as I enjoyed interviewing him so in the course of the interview yes he talks about setting up a new website and talking talks about payment gateways something that he has to set up a payment gateway is the term we use for how a customer pays you online and the platform through which that payment can be received so that might be something like PayPal for example of course others are available I mentioned MOOCs this MOOC this is an acronym m-o-o-c and MOOC is a massive open online course or massive online open course I'm not sure which way around that goes

but yeah we talk about process improvements that is ways that you can improve your methods of working the processes of working and I ask Jiří to explain something called lean six sigma I won't go into that now because he explains it far better than I could and we have a an interesting part of the conversation on the difference between effectivity and efficiency effectiveness and efficiency to be effective to be efficient

I use the expression where the gold is meaning where the success can be found where the most successful part of something is pioneer is a word that's used to be a pioneer is to be one of the first people to do something to be leading the way in some some kind of market a phrase I say is wired up to the hilt I'm talking about my father when I use this you can use it it doesn't have to be wired it can be anything up to the hilt and it means that you have a lot of something payday is a a short phrase that Jiří struggled to find during the interview when he wanted to say he was talking about being an employee and waiting for is his monthly salary to be deposited in his bank account that is what we typically call payday in English there's a little idiom I use to be in the same boat or I think I say to be in this to be in a similar boat or to be in the same boat or in a similar boat means to to be in a situation similar or the same as somebody else yizzy asks me about a I and AI algorithms AI you probably know stands for artificial intelligence he mentions that he does a lot of his work b to b in fact most of his work b to b this means business to business and this is kind of 101 business English you probably know that already right to be future proof how are you going to change your business so that any changes that come within your industry within the future or maybe changes that happen within society such as the digital revolution that happened a few years ago the dot con revolution if you were a bricks and mortar business how did you become future-proof virtual reality I'm sure you know what that means that's something that I mentioned later on in the show

I'm talking about bots these bots are if you don't know it's a a way of do you know what I'll explain it like this do you know when you go onto a website and immediately something pops up and says hi I'm Sasha can I can I help you and the idea is that you think that there's a real person

there when I would imagine that 99 of the time there's not a real person there it's just been set up by the website this is a bot

ideation is mentioned which simply means to be coming up with inventing creating ideas and concepts

as always in the show notes you'll find everything I've just mentioned plus a few more things such as links to the different websites that are mentioned within the show so without further ado as I always say let's talk to yeti

Hi everybody my name is Jiří and I'm a trainer innovator I work for usually large companies and I teach people in companies how to run innovation projects how to use technology in a smart way and this helps the people succeed in a digital age so that's why I'm a freelancer I do trainings I work on projects and I have some digital products as well -huh yeah and that's that's how we met isn't it originally yeah it was through the the video course website VímVíc wasn't it yeah yeah yeah that is interesting actually because I'm launching right now a new website my own yes you know so because this beamwidth it kind of ended you know it's not around anymore the last time I looked it was still there but the video course section is sort of hidden away somewhere and yes I think it wasn't very successful for them as they were hoping it would be yes so I did I did some English trainings actually on excel which I published on Skillshare and some other platforms which is an interesting topic as well about speaking English I was really I was really nervous about doing doing online trainings in English and now I'm building my own portal which is called profikem.cz or something like that for a Czech audience it would be in check I'll I'll put I'll put a link to it in the show notes don't worry oh thanks so I decided like you know to go directly to the market you know launch the trainings directly so I have to learn a lot of new things you know how to actually do all the payment and training development you know I can do the training I can like I can you know record the video just fine but now I have to build the entire server which took a lot of time but I'm launching like in the mother of days oh wow wow oh well I appreciate you taking the time out to do this with leland because you must be very busy at the moment you're the first one to know you know so it's work it's all up and set up and working I just didn't I haven't pressed the button but by the time this episode is out it will be it will be ready hopefully live yeah yeah fantastic so so you've I guess you'll have gone through a similar process to what I did when I redesigned and relaunched my website with the video courses as being the main focus and I I had to again like you it's it's a case of learning about payment gateways and linking certain bits to different other bits and wordpress plugins coming out of my ears and trying to turn the site into like a a learning

what they call it a mooc isn't it a massive online open course yeah something like that yeah yeah so are you your portal is gonna be simply for your stuff or is it gonna be open for other people as well how's it gonna work I plan to do it in phases you know first I start with excel which is not my main focus for for the corporate trainings I do most like innovation projects you know the process improvements that kind of stuff so excel is not my main focus anymore on the corporate corporate level it's not my main product yeah but but it's something which is like easily accessible and everybody needs that just like English everyone needs English and excel and if you can do those two things you can have any any office job of your of your wish so so that's why I started with that you know then I will introduce more excel trainings then I plan to do some innovation trainings maybe and then I plan to invite also some other trainers to my platform you know and yeah go global that's fantastic yeah I mean when I was looking at your website there was a couple of things that I that interested me which I wanted to ask you about which was the lean six sigma yeah which could you explain a bit more about that and what that is that is a way of thinking and way of working there was original developed in japan in toyota and it's just like an approach how to make things in a company work better faster cheaper and more reliable so it's it's because now is the time when people when let's say the employers ask their people hey guys we need to innovate and they're

like okay so how does we how do we do that so this is kind of an approach it gives you a cookbook to innovation inside a company so this is what I'm teaching I'm teaching people to cook that's a fantastic analogy yeah yeah I like that great metaphor yeah it's it's a the lean part of it if I'm right in thinking is about the minimizing the amount of of of wasted time or bad processes is that right yes yes it's a first is understanding what the customers want what they really value and then remove everything else you know find we call it a waste you know and I have a lot of a lot of interesting material on my website by the way that leads me an interesting English thing that I'm explaining that I'm explaining very often in my trainings and this is the difference between effectiveness and efficiency yeah yeah this is something I've talked about before as well and read a lot about actually yeah yeah czech people have we really have a hard time distinguishing these two because we only have just one word for that we just say effective it and it's both yeah but in the world of the improvement like improving effectiveness and efficiency that's like two different things you can go against each other yes yes so you can't have both very often so what from what I've read recently it's been that to be efficient is kind of the old way of thinking about it and that effectiveness is really where you should be focusing more of your idea you know is it really working not you know is it is it just is it a good use of time well it might be a better use of time but is it is it in itself still working I like a recently heard a good analogy for from elon musk and people seem to love it and he he said if you dig your grave don't dig faster but just stop digging okay so that's the difference you know working faster doesn't help anymore you know being productive works to some extent maybe how much faster you can work with your computers like 20 maybe 30 if you really know all the keyboard shortcuts you know but effective you know choosing the right things to do that's the that's the art yes that's the skill that's where the gold is yes there's an interesting thing I saw on your website as well it said usually after the first week of an excel training course with you to go back to the excel you can people are saving 37 minutes a week on knowing how to use the software better and over the course of a year that's that really adds up and throughout the whole business that adds up in time yeah yeah it's it's I always say also in my lean six sigma trainings that you know if you save 10 minutes a day on something on a yearly basis it adds up to a full working week so 10 minutes a day so saving maybe you get a faster computer that starts up faster you know or just you you learn a few tricks in excel if you learn 10 minutes a day that's one extra working week yeah yeah so the effect of this is we are speaking about efficiency here with excel which is limited you can't you can't you know improve 10 times but you can still do and like the compound effect of that is like really huge

and and you mentioned that you do your training in English as well obviously that's the main focus of heart is half the focus of this podcast really is it's about business but it's about it's about English in business when you initially started were you delivering things in English or did that come later and how much of what you do now is in English compared to when you started I don't really remember it's for me it blends in after these years like czech and English dancing I sometimes don't remember like which which language my training was you know like last week so because I used to work as a management consultant working with large team helping other large teams in corporations you know with difficult things you know so our working language was English even before before I started doing trainings so I'm quite used to speak English and I do now I think maybe 50 maybe 60 percent of my trainings delivered right now are in English and mostly to check our local offices though because I work for large companies like skoda or johnson and johnson you know these large companies and they have like let's say most of the people working here are czechs but many of them are foreigners you know so their working language is English so they say we want we want the English speaker for that or we would like to have let's say 10 trainings and let's do eight of them in check for the general population and two of them for our expats colleagues you know and they don't they don't want to hire two different trainers you know one local and one one native speaker and then you know just you know think about how to make the trainings the same level etc so that's my benefit that I can offer like both languages very easily so yeah that is this is that's why English is helping me a lot even though my English is not very good as you can

hear as your audience can hear well I I think I think we can all understand very well actually yeah I think you should have a lot of confidence yeah when did you when did you start learning English was it you're young enough to have done it I guess in school from an early age yes yes but I took the the took the I.t way to learn English that means internet computer games I think you know what I'm talking about and especially in the early age of internet we had internet since 1998 or something so so it was like like most of the stuff was in English and I was really curious about all this new stuff so I have to read in English it was stuff in the beginning and I talked to people and there was there was a software called icq maybe you remember it and there was a there was a feature called random chat you just press the button and you can just like start chatting with some random person from around the world which would be kind of weird in 2021 you know and nobody nobody would really want it but in in that age you know we were pioneers on the internet and you would be really glad to be like very anxious to speak to other people also exploring this new thing called internet you know so so I would you know chat in English with my very limited vocabulary at the time so I had my book of vocabulary in the same time luckily in chat you have some time to respond you know so I was literally there was no google at that time so I couldn't google like the answer so so I have to like look look up the words in books I think I think we might have had ask jeeves I think that was that was the first search engine I could remember but my my first memory of of the internet was when my dad finally got around to buying a home computer for us in about 1996 and this was only because I was studying at college and I I had to start typing up my essays rather than handing them in handwritten and my dad bought this this computer now it's absolutely laughable in terms of specifications it was a 75 megahertz processor or something like that you know but there was it was windows 95 and there was this there was this little icon and it it was like you know explorer or or netscape there was netscape that was it it was a really really old one and of course and I I would click it but I had no understanding of what it should do or how the fact that the computer needed to be plugged into the telephone line in order to make that work so I found it very frustrating and it wasn't until a long time after I moved out of home many years later that my dad finally got you know some some broadband router or something in the house and now they're all wired up to the hilt but yeah

yeah so you you mentioned how now you don't really notice whether you know you can't remember whether last week's training was in English or in check thinking back to when you first started how did you feel were you were you nervous or did you have a lot of confidence going into a company to present in English I did I remember I did present in English since like the early age they made me in my company quite early just to present in English because there was an English audience you know like the the director my actual my first boss was american basically so I have to like do all the stuff in English so so I was quite okay even though my level of English was like very low like looking from these eyes you know so I was and I was quite okay with it I'm becoming less confident like the more I know I don't know how it's possible maybe because I'm meeting it's my own business you know and I'm especially nervous about my English in like pre-recorded trainings in English as I told you I did my classes in czech like those my my first pre-recorded public classes of mostly excel but I also do some time management they're all in check and I was fine with that but I was thinking like how can I go global like these platforms like skillshare you know that or udemy where you can publish your trainings I was like I was like there is no way that anyone would be interested with a guy with strong east european accent you know so I was like there's no way for me to do that you know and one day a client came to me like like it was a slovak company I remember and they told me like we would like you to record like pre-re to do a pre-recorded excel training for us you know but in English because we need also for for our other other let's say sister companies in different different countries I said yeah but my English is I'm not a native speaker you know it will not it will have this heavy accent yeah they're like oh we're fine we prefer this kind of international English you know people remember people understand it better than british English so that's what I said you know but I don't know if it's true but so I did it for them I did this recordings and what happened was that the company would actually cancel the contract they would never they

would never reach back you know for some reason so I had this all this training that I made it took me days you know to do it yeah and I was like what to do with it so I just like let's put it on skillshare and udemy yeah and I was surprised because there are people not a lot of people but there were people like watching it I was like and they gave me like oh thanks usually great training like I was like oh my god you know people are willing to pay for my trainings give you good feedback yeah yeah I was like not a lot you know still you know it's this is because a lot of people that know a lot about excel and they're good trainers so the competition is super high so so still my earnings from the from the global websites are like much smaller than from the czech websites because of course the competition is much higher there's so many to choose from but still that I can do that you know so that boosted my confidence that you know people are willing to they're okay with my accent yeah which is kind of nice absolutely so tell me about the time when you were you said you were working as a management consultant was it was was that was that self-employed for yourself or were you you were working for a company yeah that was my first serious job after the business school and so how long did you do that for and what when and why did you decide to become self-employed and come and go down this entrepreneurial route I did it for around five years and I did a middle step actually I I'm I haven't been freelancer for the entire time I was also actually a startup ceo small startup company ceo in the tech world so regarding that I always say that was my two best career choices was to number one join the startup number two leave the startup okay so so I always I was I was like since since the early times of exploring the internet as we just discussed I was I was like fascinated by these internet companies like since the dot-com you know bubble of the 2000 so I always wanted to work in an internet company so management consultant was consulting was amazing but after five years you know you don't get to do that much the delivery of the job you need to do more of the sales stuff you know and internal negotiation politics so which I didn't enjoy that much so and I got an offer you know to work for a startup because the ceo I didn't found the company but the ceo left after a year it was a pretty fresh fresh component what were they doing what was the what was the problem it was a hotel accommodation you know especially like a niche product in the czech domestic hotel accommodation you know that would be I could discuss hours and hours what works what didn't work where are the opportunities of that field but I don't think it sounds like I'm gonna as well no it does to me it sounds like I'll have to invite you back for another show in a few months time we will see if your if your audience will be interested in that but the thing is the thing is we faced a lot of challenges as a business because it's a really it seems like an easy easy solution you know and because we say oh like eighty percent of the people in czech republic they book hotels via email or phone you know that's it's like oh let's digitize that you know sounds easy not that easy so that looks very short but the thing is I didn't like the job no because the startup startup is very different from what I did before the thing is people imagine like a startup that must be you know you you lie you play the kicker how's it called like this table a table football you know you like this yeah yeah yeah yeah foosball yeah and you lie and these fat boys you know in the brainstorm you know put the sticker notes everywhere you know that that's true for maybe five percent of of the time you know the rest of the time you're just dealing with constant shit okay okay so it's it's just like a crazy stressor or where you're just like customers that you you know your your people they always have problems you know the the the software the developer refuses to come back to work because he fell in love with the marketing girl you know and then we have people like we have people like at the hotel and the hotel refuses to give them a room and I have them on one line and I have an investor another line and my software developer refuses to work and that goes for 12 hours a day that's the startup life yeah okay they say if you're walking through hell keep walking okay and it's a kind of normal way it's not something unusual in the startup life I get that you know but for me I didn't because I didn't found the company and I liked what they what we were doing but I didn't love it you know I was not like I didn't I was not saying like people that have like a strong vision you know they say okay what I will do will like change the world or whatever but I didn't it was just an accommodation at the company you know I didn't even have like I have like a minority just like a minor share in that I was like and I was not that motivated I was like why should I spend you know eleven and a half hours a day

dealing surfing of this wave of crap you know for what like for like a small chance of getting you know rich or what you know so so and I didn't enjoy it and I did I believe there are some people that love that they love dealing with shit every day they just come to work and say like okay what will fail today I would like to solve it right now it's fire fighting isn't it yeah it's all yes yes it's all in box one isn't it from seven habits yeah yeah yeah so so that people who are really great at it and they love it and they give them energy I'm the really opposite of that you know maybe I could have you know build the right theme you know to to kind of you know just delegate this but but really you cannot because as a ceo if your company grows let's say if you're a small team you get a lot of like failures coming over and over you know you solve that you just develop a piece of software that will that will you know fix the back you know but if you get bigger you hire customer service team that will handle with the with the small and medium you know shit and you as a ceo you know the biggest shit you know goes to you to solve you know your people will not solve it you know so the bigger the company is you know the the more difficult problems will land on your table so you know you can talk about it too you can I think mark zuckerberg knows about it you know and all these other guys have have you watched the a brilliant brilliant series called silicon valley comedy series not yet so many people recommend it to me that I really should you know I put it in my list right now so I didn't like it I didn't see as a future and after I if I sold the style about what I would do next you know be very qualified in doing the same stuff over and over and I was like okay let's not do it and in the meantime you know I was a lot of my former clients and friends they asked me hey I know everybody in excel could you do a training for us or I know you are working in the startup world you know we are interested about innovation could you do a lecture for us on that you know and we will pay you for that I was and I really enjoyed that you know and there was so much I could see the contrast you know like my old job like very stressful not enjoying not enjoying not leading anywhere and like all these trainings the webinars consulting which I really loved and it gave me energy so after some time I I just quit you know and I went to freelance I do trainings and also help companies with with their projects but that is that is so much better for me because I think it really my strengths you are in that area I always say you know I much prefer talking about things instead of doing things yeah that's right that's my strength you know this is where I can add value more than you know trying to fight difficult situations in startup so I think I hope I provide value to my clients and I love my job even though it's not easy all the time no and it wasn't it wasn't a a big decision let's say for you to make to to leave that that sort of paid employment into in and walk into okay now it's all entirely up to me I'm the breadwinner completely only for me was that were you nervous about in that situation or not I was very nervous like coming to the startup you know I had some savings which was very small my I got paid in the startup but but very very low you know just it didn't even cover my my basic basic needs yeah so I was very nervous especially like the day when you know the constant every 15th you know the the the money you know the payday you know and the payday didn't come I was so nervous you know but you could you get used to it because you have to do something you know to to get the money and you get used to it quite quickly and it's a that's I'm fine with that you know I don't miss the payday anymore yeah bring it bring it back to the English what what has been your biggest challenges in learning English and and and finally I mean what what kind of advice can you give to other people who are wanting to they've got some great idea for a business but the thing that holds them back is well I'm not a native English speaker but I want to reach a global market and I've got to do things like design a website in English and I've got to give presentations in English what are the what were the challenges that you faced and and what advice would you give to to anyone listening who is in the similar boat the thing is I don't know I will share but I will share I will tell you what is my think of interest regarding entrepreneurship and language okay so let's say there are people like me like czech people that that got very very interesting content you know they published some books you know there are several of them you know and they have like a like a large audience in czech language it could also be youtubers but it could be book business authors you know and some like other people and now they say okay I do something that is probably worth class level you know so let's go outside and the problem is they have like a very

large problem with like how should they split like the czech followers and the English followers because you only have one name okay and I see these people they have like let's say on their instagram they sometimes speak czech sometimes English and it's very very hard because I can imagine you know like the global market if you would just like let's say follow if I would follow you as an English guru and you would by also speak romania and sometimes on your channel I would be really pissed you know I wouldn't enjoy that you know so so so so the global world doesn't like that building quality you know and they are not willing to ditch let's say the the czech market entirely so this is this is a big challenge for anybody not and who didn't start in English although starting like starting the business entirely in English just skip the czech republic completely might be possible but it is very very difficult you might say it's easier to catch a fish in a bigger pond but it's actually more difficult because there are more fishermen and way more fishermen yeah okay so at least at least you've got some sort of niche when you're you've got this you've got a language like check for example where you've really only got you know 10 or 15 million people who speak it in the world okay let's add the slovaks in as well but you know there's a limited pool so like you say there's less competition yeah I know I know of course I would like to do a world-class level content and I believe some few several things I did is really already quite good to share with the world not everything but some some of the things and I'm also thinking how to approach it you know so far I don't have that much time to generate content to be a full-time youtuber you know I have my podcast which is in czech and I recently started the youtube channel but it's not like like a top priority it's just like if I have some let's say interesting part of my trainings I just recorded it like very quick and dirty for my youtube channel and I also got my English youtube channel which is it's called benedict x it's called like like we have like google x you know for the for the google's you know great projects tedx you know so I have benedict x okay so so I put it like a so I put like the branding completely outside of me because I could not have like usually English channel or usually check channel and mix it so that is like a very big challenge for non-native speaker content for creators like me and I really don't know how to solve it that's my initial idea and of course I have and I have exactly the same videos almost the same videos on my English youtube and my check youtube you know and guess where I have more followers I have more followers on the czech channel than on the English because I just don't have I mean that comes down to how much how well-known you are already in this country though exactly it's your your sort of your career so far is several years worth of being out there and promoting yourself isn't it so it doesn't it's not a surprise yeah so I would need to start I would need to start I'm a fresh nobody knows me outside of czech republic theologically I mean some people do but like very very little you know I'm known here people know me I would say some in my in the field of business not like a general population you know because I don't most of the stuff I do is b2b so so but people from companies they kind of know me like that innovation managers and stuff people that hire me but outside nobody and I don't know like I don't have any audience I don't have anybody to and then that's the problem with the web page now we have to make a building google web page and that's kind of weird you have to do all the content twice you know so it's like very very hard yeah there is that and then but and of course I suppose ideally that's the best thing to have however google and chrome particularly I think is is there's a lot of I've noticed a lot that there's the option that if you just right mouse click yeah you can translate the page to English now it doesn't work with all the content but it often works well enough for me and and you know my level of check is is is maybe slightly above basic I get by I can live but but certainly anything complex I find very difficult to read and I'll very easily or very quickly maybe too quickly go for the translate button not following my own advice but so I don't know I mean in the future do you think that the technology will make that an obsolete thing to need to have your website in different languages website maybe website maybe by the way that's that's how google translate learned the languages by observing different language versions of the same web page and the ai algorithm would just like teach themselves English and check by just comparing the language versions so for a website that might be easier one day hopefully soon but like for the content itself like making a video you know maybe there will be an algorithm that I will just like record my youtube video in check and it will

just translate it in English and it will actually you'll be able to choose yeah you'll be able to change what voice choose what voice you have yeah yeah but at that stage I don't think you know then you could have a bot you know doing that they would they would not need you know a person for that maybe

yeah so what's your what's your sorry to ask you a question I would like to see your what's your view on because you're also a trainer and a content creator what's your view on ai and trainings will the robots replace us and when well yeah good question I I I've got my own idea of what I'd like to do to make me future-proof in that respect so if there's anybody out there who who finds this an interesting idea don't steal it from me come to me and we'll work on it okay but that's to go more down at the virtual reality training route where you I you create the the video content in a 3d world for the the virtual reality machines which are not probably not yet mainstream popular enough that people are going to have that everywhere in their own house but certainly it's something companies can afford or it's something you can take into a company and offer people and the only restrictions would be then on on the room space and how you then design the the space within the let's say game but to give people these real-life simulated situations they can train in like you know some of my clients are working the airline industry and one guy in particular is he works in the training pilot training center you know they have and have for many years have had a simulator where you go in all the buttons are there and everything because it's very costly and I I I don't think for the for the language side of things it's it's something that's necessarily as costly in different businesses but to be able to sort of sit down in a virtual meeting and and have questions thrown at you and be able to answer them in a virtual safe kind of environment I I it's something I can see happening whether or not it'll be me that gets there first maybe this thing already exists I've never got as far as looking into it really but yeah yeah but in terms of bots I mean I don't know I I think I can spot a bot immediately I I have to admit that I have a bot on my Facebook page which is used you know as an automatic response if somebody sends me a message because simply because I want to be polite and reply immediately and I'm not constantly checking I don't want to be constantly online so but I do try to get back to people immediately or as quickly as I can and say no this is the real me now that was just the robot so yeah interesting cool so yeah you mentioned your podcast how because I I know there's gonna be quite a few native checks out there listening to this so how are they gonna find your podcast if if they want to listen to you more it's called in check it's called rocky next steps in English so if you just put that in your favorite podcasting app you will find me I it's like a it's like a solo you know I speak it's more like stories from my from my work you know what can what can how to innovate and like good examples of innovation you know I speak about how light bulb was invented or I give you stories okay how to if you say something to your audience how to how to help people remember more of what you say for example or how creativity works you know so that kind of like topics like the future skills I would say like creativity ideation innovation you know making a change stick and that kind of thing so it's full of stories no they worry I just took just took my trainings and just like took the funny the interesting part out of it and I just put it in the podcast that's brilliant it's brilliant well and website address it's called dalšikroky.cz yeah and for your training jiribenedikt.com fantastic well hopefully we'll send a few people in your direction I think I believe my wife actually did one of your excel courses many years ago so yeah oh okay yeah yeah I don't remember but yeah no okay thank you very much indeed it's been marvellous I've thoroughly enjoyed it I'm I'm I hope meeting listeners will I'm sure they will and like I said yeah I'd love to do this again in the future because I I could I feel like I could talk to you for a lot longer and listen to listen to you for a lot longer so yeah thank you I enjoy it I enjoyed it very much and I need to listen to all the episodes of your podcast as well for other interesting guests absolutely thank you cheers thank you so just to recap then before we finish on some of those new words and phrases that were mentioned in today's episode ideation bots virtual reality to be future proof payday to be in the same boat b to b process improvements payment gateways moocs lean six sigma what's the difference between effective and efficient where the gold is

to be up to the hilt or to be a pioneer

join me again next week I'll be back with another solo show on how to break your bad English habits and how to create some new good habits which you can use both for your English learning and in your business practice that's all for me for today join me again next time remember to give me a quick review

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