



# JOHN H. BRENNAN

**AUTHOR | SPEAKER | FACILITATOR | COACH**

John H. Brennan is an internationally recognized author, speaker, and facilitator, renowned for his expertise in the customer experience and the profound connection between Emotional Intelligence and the enhancement of professional and personal relationships. With a wealth of experience, John has become a sought-after keynote speaker, captivating audiences with his dynamic presentations.

As an author, John has penned an influential work that delves into the connection between the customer experience and emotional intelligence, providing actionable insights for individuals and organizations alike. His simple yet thought-provoking ideas have resonated with diverse audiences, empowering them to easily assimilate into their everyday lives.

With a commitment to excellence, John continues to share his life-changing learnings, igniting inspiration and solidifying positive change in the way people approach customer relations and interpersonal dynamics. His engaging speaking style, coupled with a deep understanding of emotional intelligence, leaves a lasting impact on every audience member, equipping them with the tools to be successful in both their professional and personal lives.

Whether addressing large corporate gatherings or facilitating intimate seminars, John H. Brennan delivers transformative messages that transcend borders and cultures, leaving audiences energized, enlightened, and ready to embark on their journey toward greater success and in the 21st Century.

## SIGNATURE TOPICS

- ▶ **EMOTIONAL INTELLIGENCE**
- ▶ **ELEVATING THE CUSTOMER EXPERIENCE**
- ▶ **THE KEY TO YOUR SUCCESS IN THE 21ST CENTURY**
- ▶ **LEADERSHIP AND MANAGEMENT SKILLS**

# WELCOME TO JOHN'S TALKS



## THE EMOTIONAL INTELLIGENCE CONNECTION

- In this talk, we'll dive into **WHAT** is Emotional Intelligence and **HOW** to use it to better connect with your Customers, Guests, Clients, Employees, Friends, and Family.
- Using the mix of Generosity, Empathy, and TRUST

## ELEVATING THE CUSTOMER EXPERIENCE

- In this fun, concise talk, we'll explore the 3 pillars of SIMPLE - PERSONAL- PROACTIVE.
- Gain insights on how to get more customers, more sales, more profit, and create brand advocates for you and your business

## THE KEY TO YOUR SUCCESS IN THE 21ST CENTURY

Unpacking the power of Operational Integrity, this talk explores how military-honed strategies can revolutionize your business operations.

- Receive actionable insights for improving efficiency, fostering reliability, and enhancing consistency. Learn to help your organization thrive under pressure and achieve outstanding results.

## WHAT PEOPLE ARE SAYING

"John's unparalleled expertise, engaging presentation style, and positive attitude make him a true asset to any program. John brings a wealth of knowledge to the table, showcasing a deep understanding of sales expertise....and the customer experience. His ability to translate complex concepts into easily digestible information has been instrumental in enhancing the learning experience. John is top-tier.....and what truly sets him apart is his dynamic and engaging presentation style, in an in-person, live virtual and on film. He has a remarkable talent for capturing the audience's attention and maintaining a high level of interaction....is presentations are infused with a contagious enthusiasm that keeps audiences actively engaged and participants eager to learn."

*Katian Majerly Director of National Programs & Strategic Planning*

"JOHN H. Brennan is an engaging speaker, empathic trainer, and an absolute pleasure to work with. In addition to bringing a unique perspective, John's humor and lighthearted approach to life brings a sense of authenticity to every event. Being a highly experienced trainer and public speaker, John is comfortable with ambiguity, is always open to feedback, and is highly effective at understanding and communicating the customer's needs. His tailored style in training makes each event special, and we receive overwhelmingly positive feedback about John's presentation from our customers every year."

*Christa Lee Event Specialist*

