

# JC QUINTANA

I speak about the **7 expectation conversations** that shape people, processes, and technology.



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The most dangerous pattern affecting your company today is the habit of **overlooking expectations**. Unknowingly, it is preventing you from managing people, processes, and technology successfully. To create an environment where you can discuss attainable outcomes, you need to uncover the hidden power of **expectation-focused conversations**. When harnessed correctly, this approach will help you discover, negotiate, and manage customer, employee, and partners conversations that result in more acquisition, retention, and advocacy.

By the end of your time with JC Quintana, you will learn how to:

- Ask questions that lead directly to value understanding.
- Discover root causes of misunderstanding.
- Apply a framework that allows people to align expectations and resolve conflicts through more effective dialogue.

Learning objectives:

- Uncover the 3 myths you've been sold about the types of conversations that get results.
- Discover the 7 expectations every person needs to realize value.
- Learn the number 1 reason why your conversations are leading to misunderstanding and what to do about it.

## AUDIENCES



**Revenue Operations Teams** learn the seven things keeping clients from giving them more quality time.



**Product Implementation Teams** learn about the seven expectations that derail project and product adoption.



**Internal Organizations and teams** learn the top seven barriers to building sustainable business relationships.

## TESTIMONIALS

"At two global GS1 events, attended by over 100 countries, we were fortunate to host an exceptional speaker, JC, whose impact resonated deeply with attendees. JC had the unparalleled ability to captivate and inspire. JC's presentations, including one when he used just one impactful slide, kept the audience engaged and focused. Through a seamless blend of expertise, charisma, and genuine passion, JC effortlessly connected with the audience, leaving lasting impressions and key takeaways. His dynamic delivery style educated and motivated attendees to embrace innovation and drive positive change in their industries, elevating the overall success of our sessions and making them memorable and impactful for all involved."

*Donna DiPietro, Global Client Relations Manager*

Conference (Keynotes and presentations. Up to 4 hours)

\$10,000

Workshops (Up to 30 participants. Per day.)

\$17,000

Virtual Events (up to 1.5 hours)

Negotiable

## FEATURED ON



Growth • Innovation • Leadership Council  
FROST & SULLIVAN



## CLIENTS & EVENTS

