

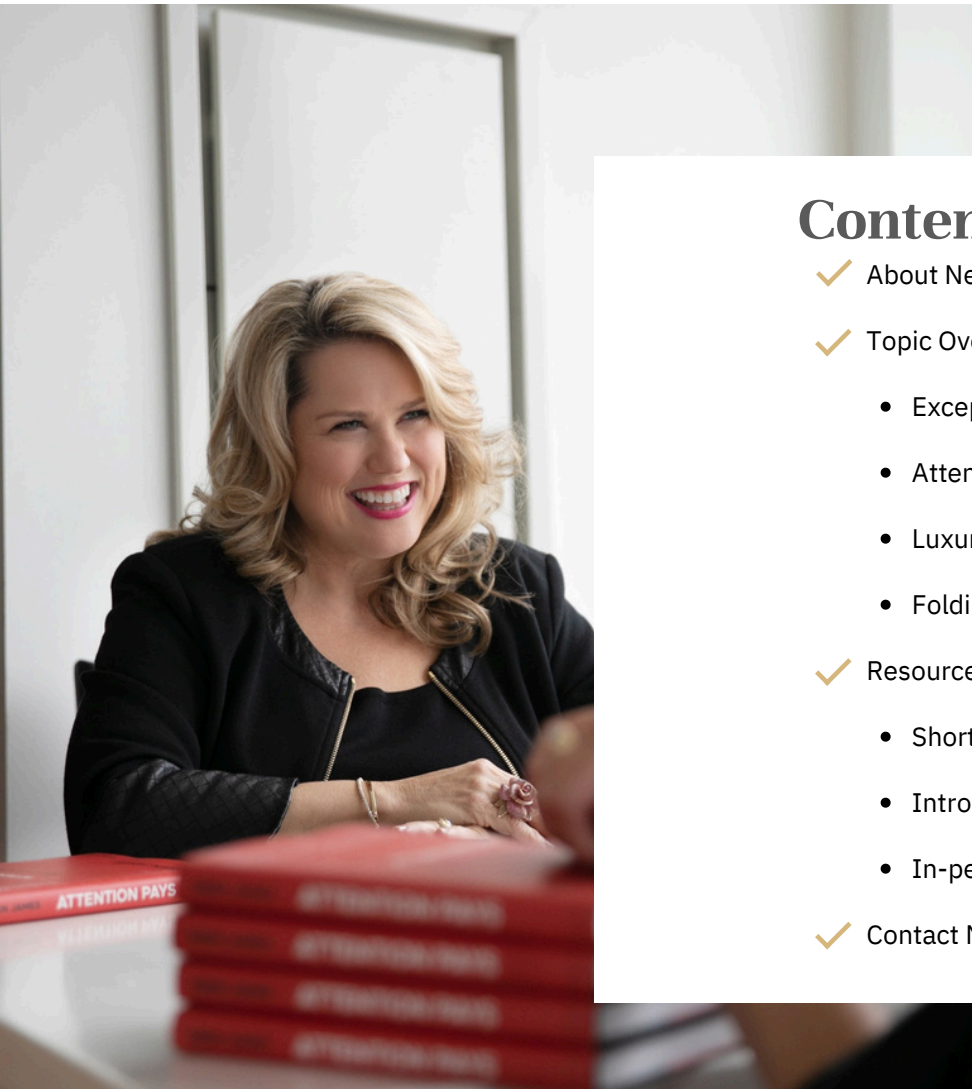
Neen James

SPEAKER KIT



“Neen is one of the most energizing, engaging and crowd-pleasing keynote speakers we have had the good fortune to have at our annual conference. She not only gave great tips on leadership and productivity that our attendees could take home and use right away, but she somehow managed to create personal relationships with everyone in the audience and developed a real understanding of their issues and challenges. She is just amazing!”

S. PELLETIR
MeetingsNet



Contents

- ✓ About Neen
- ✓ Topic Overviews:
 - Exceptional Experiences
 - Attention Pays™
 - Luxury Leadership
 - Folding Time™
- ✓ Resources:
 - Short Bio
 - Introduction
 - In-person and virtual AV requirements
- ✓ Contact Neen

Exceptional Experiences™

DRIVE REVENUE BY TRANSFORMING CLIENT RELATIONSHIPS

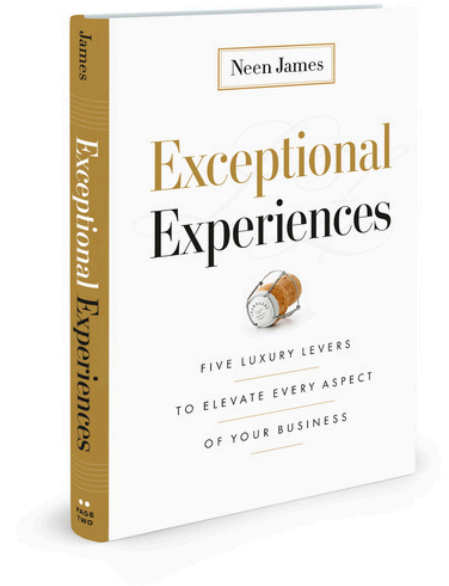
In today's competitive market, standing out isn't just about what you sell – it's about how you transform client relationships into sustainable revenue growth. Based on groundbreaking research into luxury mindsets and work with global brands like Ritz-Carlton, Four Seasons, and Virtuoso Travel, Neen James reveals how leaders can leverage luxury principles to attract and retain top-tier clients, regardless of industry.

Through engaging stories and proven strategies, Neen demonstrates how leaders can empower their teams to create memorable experiences that capture mindshare (staying top of mind with clients) and drive market share (revenue growth). Her proprietary Experience Elevation Model™ provides a systematic approach to differentiate your business and transform satisfied clients into passionate advocates who actively grow your business.

Your leaders will discover these key takeaways:

- ✓ How to identify and attract ideal clients by understanding their mindset and speaking their “luxury language” to build deeper, revenue-generating relationships
- ✓ Strategic systems to empower teams to anticipate client needs, deliver consistent excellence, and create experiences worth sharing
- ✓ Proven methods to develop client advocates who become an extension of your sales force, naturally attracting similar high-value clients

Perfect for senior leaders, sales executives, business development team, customer service and organizations ready to differentiate themselves through exceptional client service and leaders committed to building transformational client relationships while driving sustainable growth.



Attention Pays™ – Elevating Experiences to Accelerate Results

DRIVE PROFITABILITY, PRODUCTIVITY AND ACCOUNTABILITY

To get the results you want, you need to get the attention of your potential clients. Too often, we see attention as a transaction, or something to trade. The truth is, it's much more complex than that. When it comes to building connections and long-term loyalty, attention is not a luxury, it's a necessity.

To really get the attention and buy-in of your team and clients, you need to appeal to them on three different levels: personal, professional, and global.

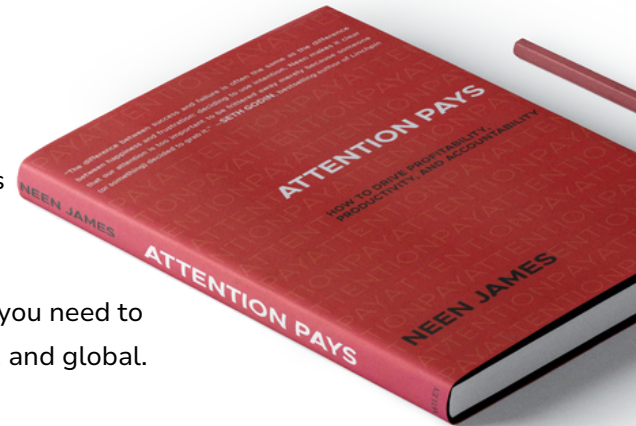
Neen James has designed a professional methodology to make it easier to leverage all three, helping individuals and organizations to be more deliberate about the choices they make and the actions they take.

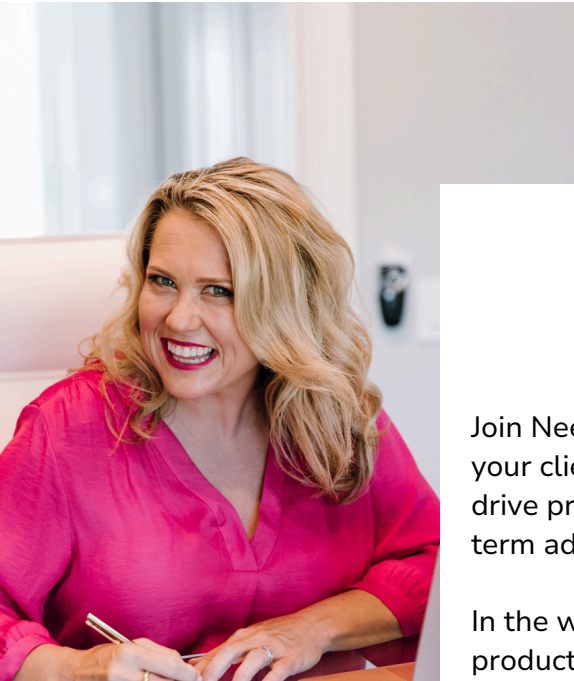
The result? With the gift of your attention, you'll see increased profitability, productivity, and accountability within your organization — you'll develop luxurious, memorable experiences for your clients, gaining their loyalty and advocacy.

You'll learn:

- ✓ Why we get attention wrong (and how to get it right)
- ✓ The three types of attention and how to master each
- ✓ Strategies to design your environment for elevated attention and focus
- ✓ How to show attention to every client so they understand everyone deserves to be treated with luxury
- ✓ A simple framework to elevate every sales conversation and articulate your value

After a recent presentation on the topic, a Comcast executive shared, "Neen motivated, captivated, and inspired an auditorium of our senior leaders. She showed us how our good leaders can become great leaders and is a trusted mentor to our company. Neen is in a league of her own. Her impact on our organization simply can't be overstated."





Luxury Leadership

How to get the attention of the luxury mindset that's right for your brand

Join Neen as she helps you tap into the power of the luxury mindsets for your clients so you can communicate, activate, and elevate experiences that drive profitability, grab attention, own mindshare, and build brand long-term advocacy.

In the world of luxury sales, it's tempting for brands to focus on the products and services themselves. For some, the word luxury means indulgent and unnecessary, and for others it's everyday and an essential.

What if we told you that luxury isn't about expensive things—it's about experiences? That everyone deserves to be treated with luxury? And every experience can be elevated by speaking to and adopting a luxury mindset?

We can all agree that the most luxurious experiences are rooted in the attention paid to creating them — the details and personal touches that show someone that you understand them. The gift of attention can elevate every experience, and makes people feel more connected to you and your brand. When it comes to building connections and long-term loyalty, attention is not a luxury, it's a necessity.

Join sales and leadership strategist Neen James as she uses her proven systems of attention and her proprietary research on the luxury buyer mindsets to help you create exceptional experiences that pay the right attention to clients and guests, capturing not only their business, but their long term advocacy as well.

Neen will help you:

- ✓ Develop a luxury attention mindset for teams that elevates every client interaction
- ✓ Appeal to luxury consumers in their own unique language
- ✓ Leverage your assets to best communicate to consumers
- ✓ Understand the unique opportunities that encourage customers to pay for exclusivity

Folding Time

HOW TO ACHIEVE TWICE AS MUCH IN HALF THE TIME

You don't have time to do everything; you only have time to do what matters!

As leaders we are constantly being asked to do more with less. If we can get clear about those activities that make the biggest difference to our productivity we can get twice as much done in half time and free ourselves up to get on with whatever else we choose.

This program is perfect for people who want more control so they can manage their time, focus their attention, and manage their energy.

In this program you will:

- ✓ Overcome procrastination
- ✓ Use decision filtering systems to accelerate projects
- ✓ Eliminate distractions and increase effectiveness
- ✓ Learn how and when to say 'no' and still be a team player
- ✓ Leverage technology platforms
- ✓ Create prioritization process for everyday application
- ✓ Get clear on focused activity for greater results
- ✓ Manage meetings in half the time for twice the impact

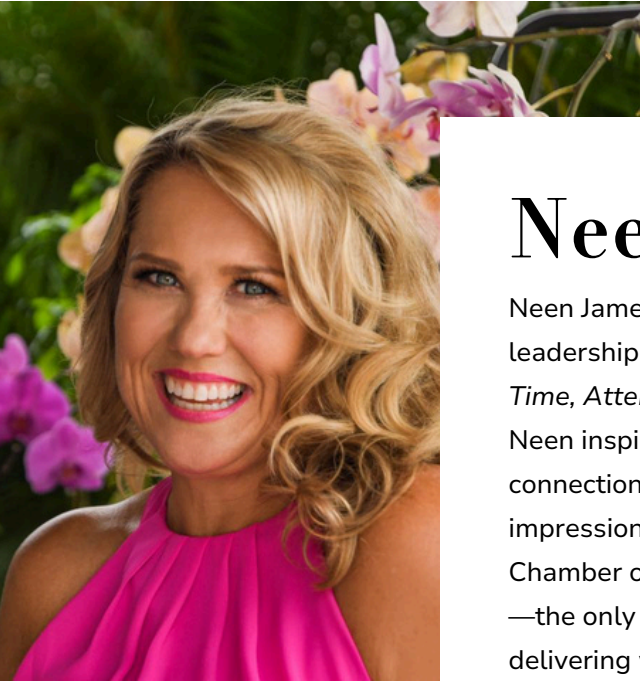
If you feel overwhelmed running from one project to the next, or feel like you will never get to the end of your to-do list, or wonder how you will ever get it all done, you might need to learn how to Fold Time. You will leave this practical and entertaining workshop understanding how you leverage time and get more done!



Neen James Short Bio

Neen James is a leadership strategist, dynamic keynote speaker, and the author of *Folding Time*, *Attention Pays*, and the upcoming *Exceptional Experiences*. With boundless energy, quick wit, and actionable insights, she serves as a confidante to C-suite leaders to help them elevate experiences and achieve greater focus, communication, and influence. Recently appointed to the board of the World Luxury Chamber of Commerce, James has been named one of the Top 30 Leadership Speakers by Global Gurus multiple years in a row for her work with some of the world's most prestigious brands, including Viacom, Comcast, Virtuoso Travel, Four Seasons, and the FBI. She empowers individuals to prioritize what matters most so they can create exceptional experiences that drive results and foster lasting connections. Originally from Australia, James is living her best life in Tampa, Florida.





Neen James Long Bio

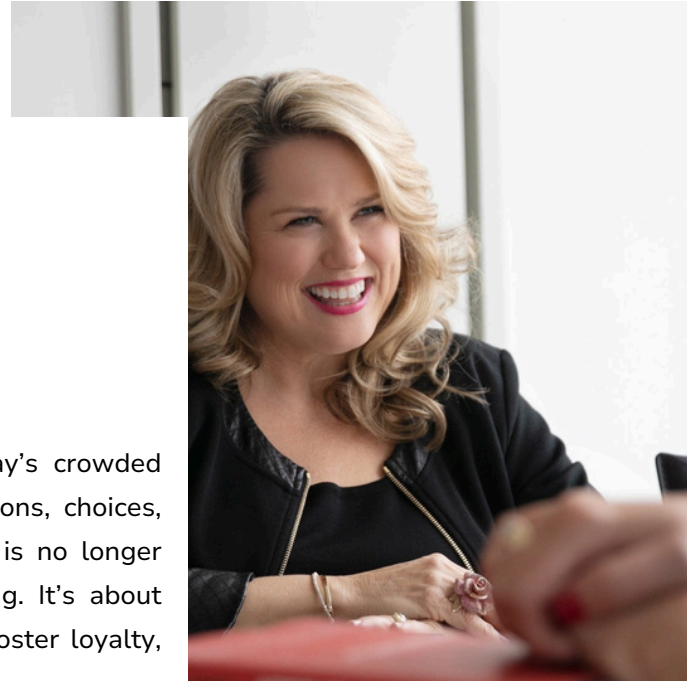
Neen James, MBA, CSP, is a force to be reckoned with in the world of leadership strategy and keynote speaking. As the author of *Folding Time*, *Attention Pays* and the forthcoming *Exceptional Experiences*, Neen inspires leaders and organizations to create extraordinary connections and experiences that drive results and leave lasting impressions. Recently named to the board of the World Luxury Chamber of Commerce, her proprietary research into the luxury mindset—the only study of its kind—sets her apart as a leading expert in delivering world-class client and employee experiences.

Named one of the top leadership speakers by Global Gurus multiple years in a row, Neen's practical strategies and infectious "Aussie sass" make her a favorite among corporate audiences and meeting planners alike (who often call her the Energizer Bunny). From being a confidante to Fortune 500 CEOs to empowering executive leaders responsible for revenue, Neen is known for her ability to blend actionable insights with an engaging delivery style, helping leaders to achieve greater focus, communications, and influence.

Whether she's helping brands elevate their client experiences or inspiring leaders to drive measurable results, Neen's mission is clear: to help people stand out, lead with impact, and create exceptional moments that matter. Off stage, you'll find her savoring her unofficial role as a champagne taste tester and spreading Aussie joy wherever she goes.

Neen James Introduction

What makes an experience truly unforgettable? In today's crowded marketplace, where clients are bombarded with distractions, choices, and unfulfilled promises from competitors, standing out is no longer about having the best product or the flashiest marketing. It's about creating exceptional experiences that capture attention, foster loyalty, and keep your brand top of mind.



But how do you create experiences that leave a lasting impact? What makes an organization unforgettable in the eyes of its customers and clients? Our speaker today has been on a mission to answer these very questions.

Over the past two decades, she has partnered with some of the most iconic brands in the world, including Comcast, Paramount Pictures, Four Seasons Hotels, and Virtuoso Travel, helping them challenge the status quo by focusing on one fundamental principle: exceptional experiences are built on intentional focus and connection.

Her groundbreaking luxury mindset research—the only study of its kind—shows that luxury isn't about things, it's about a way of thinking and communicating that transforms how businesses connect with their audiences. As the author of *Attention Pays* and the forthcoming *Exceptional Experiences*, she brings a wealth of insights that have transformed how Fortune 500 CEOs, luxury brands, and global organizations lead and grow their market share.

Please give a warm welcome to the dynamic, insightful, and utterly unforgettable force from Down Under—Neen James!

Speaker Bio & Introductions:

- ✓ Neen's bio and headshots for promotional and program use can be found and downloaded at neenjames.com/resources
- ✓ Please inform Neen who will be introducing her one week prior to the event, in writing.
- ✓ If Neen provides an introduction, it is requested that the person introducing the Speaker reads the introduction as written.
- ✓ Any changes the Client would like to make to Neen's introduction need to be approved by Neen, in writing, no less than 24 hours prior to the event.
- ✓ The Client has the right to replay the full presentation, in its entirety, for a period of six months beginning on the contracted event date.
- ✓ The presentation is to be available for registered and/or gated viewers only.
- ✓ Client does not have permission for any additional usage, or to resell or distribute the speaker's presentation without remuneration, written consent, and approval.
- ✓ The Client will not upload the presentation in part or in its entirety to any public website or social media platform.

Sponsorship

- ✓ Neen must be informed and must approve if the session is being sponsored by a company other than the Client.

Presentation:

- ✓ This is a copyrighted presentation. Neen is the owner of all rights, title, and interest in and to the topic, presentation materials, and the recording master, including the copyright.
- ✓ Neen does not provide the presentation deck in advance. If, however, it is needed for technical considerations, she is happy to provide upon request, within one week of the event date.
- ✓ The client may not distribute the presentation deck in any form. Upon request, Neen can provide a low-res PDF copy of the slides for distribution after the event.
- ✓ If the Client records the live presentation, a full resolution copy must be sent to the Speaker within thirty days of the event date.

Presentation, continued:

- ✓ Upon request, the Speaker will include the Client's logo on the introductory slide, but does not use Client-provided slide templates.
- ✓ Unless otherwise agreed, the Speaker may provide related handouts (worksheets, distribution copy of the slides, etc.) via a download link shared during her delivery of the presentation.

Logistics & Technical Requirements:

Computer

- ✓ The Client will provide the room setup and necessary audiovisual equipment including, but not limited to:
 - Video projector and screen
 - 3.5mm (1/8") plug for audio to run out of the show laptop
- ✓ Neen will run the presentation from the show computer and compatible wireless remote.
- ✓ Neen does not require an Internet connection.

Audio Requirements

- ✓ A professional sound system capable of room-filling vocal and musical audio is critical to a successful event.

Live Camera Feed

- ✓ If a live video feed is being projected via iMag, Neen highly suggests a scheduled 15-minute rehearsal with camera operators and director.

Stage

- ✓ Neen may require audience access during the keynote. She recommends the audience be kept as close to stage as possible. (No "moat" in front of stage).
- ✓ Neen does not require a Lectern/Podium. If one is used for other presenters, it should either not be positioned at the stage center, or be moveable to allow for audience participation to take place on center stage for non-obstructed viewing. Neen is too little to stand behind a lectern.
- ✓ A low cocktail table on stage with covering linen is required for props, notes, and water bottles.

Logistics & Technical Requirements, continued:

Other

- ✓ Food should NOT be served or cleared during performance
- ✓ Room temperature water is appreciated if available
- ✓ Access to the conference bookstore will be provided, or, a small table at the back of the room by main exit doors for book display and related material if Neen is doing a book signing at your event.

Hotels

- ✓ Client is responsible for direct booking and covering the cost of a minimum two nights' hotel accommodations.
- ✓ Hotel accommodations should be booked, and hotel information and a confirmation number provided to Neen, no less than two weeks prior to the event.
- ✓ As a woman traveling alone, Neen requests the following considerations for personal safety reasons:
 - Four-star hotels or above, or, with prior agreement with Speaker, highest rated hotel locally available
 - Room must have a door that opens to an inside corridor, and above the first floor.

Client Agreement:

Initial:

AV Contact:

Phone Number:

Email:

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- ✓ The Client will not upload the presentation in part or in its entirety to any public website or social media platform.

- ✓ If the virtual program is pre-recorded, Neen will provide one recorded version of the presentation. The client may not make any edits to the file provided without written consent from Neen. Should the Client wish to receive multiple recordings or versions, or a reshoot, an additional fee will apply, and will be determined by the extent of the changes requested and the requested turnaround time.

- ✓ Neen does not provide the presentation deck in advance. If, however, it is needed for technical considerations, she is happy to provide upon request, within one week of the event date.

Presentation, continued:

- ✓ Neen enjoys chatting with participants so please make that available for her and allow time in the agenda for interactions. She happy to provide opportunities for audience participation in the form of chat interactions, polls, questions, and hot seats, depending on the presentation type and topic
- ✓ The Client is is responsible for ensuring that no other people or animations are active in the main view during the presentation, as they may distract the audience
- ✓ If you are using a mobile app for your event, please notify Neen in advance of the login so she can connect with your audience.

Client Agreement:

Initial:

AV Contact:

Phone

Number:

Email:

Let's Chat



**Neen's team would love to chat with you
about your event.**

Contact Sue, her Sales Goddess, and she would be delighted to help you.

Neen James

sue@neenjames.com

