



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor seminars held Sept 14, 2016 for the Ducharme Group**

“Jeff’s session was excellent. Harnessing these concepts will greatly improve our customer & co-worker experience.”

Cory Welsh, Dealer, Bonnyville Dodge

“It was amazing. I will apply these skills to my personal life just as much as my work life.”

Leah Cyr, Warranty/Parts/Service, Riders Connection

“It was great. This makes us aware that there are things we can change – that aren’t huge - yet they will make a great impact.”

AnnaMaria Mogos-Strang, Finance Manager, Cold Lake Chrysler

“Awesome. This helps people become aware of how they come across to customers as well as to coworkers - just knowing the impact of a few simple words.”

Karen Radford, Controller, Ducharme Motors Ltd

“I had a lot of feedback from my staff that attended the morning session. We often don’t hear a lot of great things after a session but this turned out very well. Everyone’s talking about it.”

Allan Kjorsgaard, General Manager, Cold Lake Chrysler

“This will turn us into a team of ears in a world of mouths. We need to listen more and this course will indeed help.”

Jennifer Hugan, Sales, Cold Lake Ford

“I came here dreading another seminar. I was wrong, I will take a lot away with me. I will be applying these tips to everyday life at home and in the office. Very useful tools that apply to my career.”

Jake Magosie, Sales Consultant, St Paul Dodge

“Great presentation. This is a new and ‘refreshing’ way of interacting with our customers. Easily achievable with practice and commitment.”

Shon Gamache, Parts Manager/Social Media Management

“Picture perfect. I’ll use this to build more trusting relationships so that it helps me to sell more product.”

Brady Johnson, Finance Manager, Bonnyville Dodge