



**Participant comments from Jeff Mowatt's
The Art of Public Service... Influence with Ease
seminar held March 17, 2015**

“Very well done and informative. This will have a large impact on our organization.”

Craig Pittman, MD of Taber

“With these simple tips we can become more accountable in our responses and staff/rate payers will have more trust in our organization and personnel.”

Keith Bodin, Municipal Supervisor, County of Forty Mile #8

“There will be improvement with communication and overall perception from customers when we implement these recommended actions.”

Rick Bacon, Director of Municipal Service, Lethbridge County

“This gives us a better way of communicating with those we deal with daily as public servants; weather staff or rate payers or tax payers.”

Leonard Van Oort, Capital & Operations Supervisor, County of Northern Lights

“Very well presented. Jeff made me realize I need to spend more time coaching my staff in proper customer relations.”

Mike Mazerdle, Operations Supervisor, Gravel Roads, Sturgeon County

“This is was an unbelievable tool for my personal/professional day to day use.”

Bob Anderson, Past President, Tirecraft

“I will pass all of Jeff’s tools to all my staff members.”

Kevin Cymbalul, Director of Operations, MD of Smoky River

“This will help with rate payers’ expectations and assisting them with day to day issues.”

Shaune Kovitch, Service Center – Foreman, the Special Areas Board

“Jeff shared tools for the toolbox that are very relevant.”

Erik, Hansen, Manager, Infrastructure, Clearwater County

“This will improve how I deal with my coworkers and all clients.”

Kurt Magnus, Operations Manager, Clearwater County