



**Participant comments from Jeff Mowatt's
The Art of Public Service... Influence with Ease
seminar held October 7, 2015**

“Wow! Jeff’s session was so compelling! This is extremely relevant us at ETS. The choice of words is so important!”

George Kuhse, Divisional Supervisor, City of Edmonton, ETS

“Jeff’s presentation was fantastic. I think both customer service and internal culture will improve after this.”

Ryan Birch, Supervisor, City of Edmonton

“This was a great morning well spent. Jeff’s really opened my mind to new ideas. Remove the ‘processes’ and work with concerns.”

David Knarr, Supervisor Bus & LRT Operations, Edmonton Transit

“It was great. This will help me to be more efficient in my work routine. It also provided me with another perspective on customer service.”

Oksana Temiroua, FOIP Coordinator/Admin, City of Edmonton, FSU

“Great job! I can apply all that I learned in work and at home.”

Soon Leng Young, Technical Training, City of Edmonton

“Excellent course and speaker. Very enjoyable. Brings awareness, reinforcement to customer service tips we need to improve on.”

Shelly Stasiw, Assessor Assistant, City of Edmonton

“It was great! Loved the table conversations, very interactive. How to approach our customer, both internal and external, with empathy and trust.”

Jasmine Hestad, Programs Manager, City of Edmonton

“Loved all of it! Improved communication, turning negative phrases into a positive.”

Troy Edwards, Supervisor, City of Edmonton

“The presentation and the speaker were awesome.”

Nalini Patel, Clerk I/Receptionist, City of Edmonton, Fire Rescue Services