



**Participant comments from Jeff Mowatt's
*Leading a Customer Focused Team and
The Art of Public Service... Influence with Ease*
seminars held June 5th & 6th, 2014**

“Great presentation. It will help me place more emphases on the ‘big picture’ and implement more ground floor incentives.”

Bob Howe, Director of Transit

“Dealing with enforcement – this has a huge impact on my approach to difficult situations.”

Yvonne Stove, Fire Inspector, Fire Department

“Jeff’s session was great! This will help more people to be all on the same page. The subtle approach is a great way for departments to tweak their current processes and improve results.”

Kim Matheson, Director of Strategic & Business Planning

“This will make me grow as a person and as an employee. It helps me to be more comfortable dealing with customers.”

Kelsey Kowalyk, Clerk 8

“Everything was relevant and important to our company. Jeff’s session opened my eyes to how much I effect the result of many situations I’m caught in. In future I will be more careful with my words and responses.”

Jessica Whidden, Admin Assistant, Corporate Revenue

“Jeff’s presentation was well presented, informative and valuable to use in business/personal environments. It will assist in improving service levels, understanding and communication. It will also create positive growth and understanding of all parties involved.”

Ian Monk, Buyer

“Jeff’s presentation was wonderful and extremely helpful. It will help greatly with the organization and me to provide better customer service to our citizens, coworkers, etc.”

Christine Moore, Revenue Collections

“My level of service will definitely be better after what I have learned here today.”

Jessica Ertell, Customer Service Rep, Public Works COS

“I enjoyed every part of Jeff’s presentation. I deal with customers everyday, all day. This seminar will impact all of my customers’ experiences when I help them.”

Tammy Hamilton, Clerk 10