



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
presentation held June 24, 2017**

“When we concentrate on our wording and be more positive, we will have less negative internet reviews.”

Deborah McLachlin, Administration Services Manager

“This helps us have a better understanding of dealing with difficult customers and using words in a different way.”

Erika Downton, Registry Clerk

“Good job and thank you. Learned many new things about approaching and dealing with easy and hard customers on a daily basis.”

Hilda Mejia, Registry Clerk

“This will help me with the words that I use, such as ‘for you’, ‘sounds like’ and ‘so that’.”

Vivienne Bridgett, Registry Clerk

“This will make our office a more positive environment. It will help me to word my messages more positively; think before I speak.”

Candice Hillaby, Contact Center Representative

“Really good seminar. Simple changes to questions can make all interactions easier and more enjoyable.”

Cristy Ferguson, Supervisor

“This will make me more aware of my vocabulary that I use when dealing with people every day.”

Shawna, Registry Clerk

“I will use the information provided here every day.”

Tonie Raisin Rumaes, Registry Clerk