



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held Nov 22, 2017**

“This helped a lot! It has informed me on ways I can change the way I talk with customers. And how to generate better responses from them; whether it’s selling to a current customer or a potential client.”

Anthony Garratt, Journeyman Plumber/Gas Fitter, Instant Plumbing

“Very good session. The ideas and language will help our team and our partners. All of the takeaways will be easy to transfer to my staff.”

David Brown, DIRTT Environment Solutions

“Great job! More effective communication will make for a happier customer and more money for our business.”

Scott Wintemute, Project Manager, Norwood Waterworks

“The skills I learned today for communicating with customers and in my personal life will GREATLY improve my ability to be successful.”

Rachel Cody, Dispatch/Admin., Hanks Plumbing & Gas Fitting

“I will keep my ‘keeper’ list close at hand and practice what I have learned here regularly.”

Chris Royer, Project Manager, Ellis Don Construction Services

“This will smooth out issues with difficult situations.”

Shane Steward, Account Manager, Caon Services Inc

“I will be taking the things I’ve learned today to my whole team to encourage better communications.”

Dale Chisholm, CEO, Chrisholm Industries Ltd

“I will implement these tips today, and will share them all with my team.”

Tyler Baigent, Account Manager, Norwood Waterworks

“This will elevate our trust level with our customers externally and internally.”

Jordan Gross, Manager, Norwood Waterworks