



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminars held November 26th & 27th, 2015**

"This will impact Norsask so much! We have so many quality people working here that will contribute more with enhanced communications skills."

Elissa Wells, Finance Manager

"I thought it was great. I hope this will instill some of Jeff's ideas in everyone."

Ryan Laing, Mechanic

"This certainly will help both me and my company to generate positive results."

Jim Jewsbury, Territory Sales Manager

"I am going to use what I have learned here today to build on my service skills and help make the company better as well as make my customers happy."

Brandi Lachance, Rec Service Writer

"As a result of this training, our communication skills will vastly improve!"

Kent Rosen, Parts Manager

"This will change everyone's attitude and will help with communication issues."

Jesse Greenslade, Yard Personnel

"This will have everyone looking at making Norsask more positive and not having the negative contagious feelings."

Becky Carley, Warranty Administrator

"Very well organized. This will enhance customer interactions and internal team building along with department interactions."

Kevin Hadley, Owner

"This will create better face to face interactions with our customers and coworkers."

Gordon Moore, Service Manager

"For myself and the staff at Norsask, this session will impact us by improving our word choice to please our customers and enhance phone skills."

Latashea Frohlich, Marketing