



**Participant comments from Jeff Mowatt's  
*Becoming a Trusted Advisor*  
seminar held June 19,2015**

***“I liked this seminar. It will certainly help to improve the lines of communication and also help improve customer relations.”***

Ryan Osbak, Northern Region Lead Hand

***“I can use these suggestions with all types of people and all interactions.”***

Bryan Balint, Field Mechanic

***“This will open every one’s eyes as to how the customer could be hearing them; from the customer’s point of view.”***

Frank Graf, Construction

***“Jeff’s session was all good. This will lead to better communication between customers and ourselves.”***

Rob Hundt, Mechanic

***“If we all take something away from this session, we can all help each other grow and learn both personally and professionally.”***

Jennifer Jones, Inside Sales

***“This will get us speaking the same language and will help us develop our competitive advantage.”***

Joel Cawthorn, President

***“This is a reminder of the right things to say and what to avoid.”***

Bryan Hellwing, Sales

***“Better communications will breed a better culture.”***

Mark Villeneuve, Service & Operations Manager

***“This will help us all to build trusted relationships.”***

Greg Sawatsky, Parts Service