



Town of Ponoka
participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
presentations held June 6, 2017

“Great presentation. This is great for our organization and for enhancing our level of service to the public.”

Justin Caslor, Engineer

“This gives us knowledge/strategies to interact with our clients/customers with respect and dignity. If you’re a ‘friend’ rather than a ‘trusted advisor’, where is your integrity to everyone else?”

Jamie Wilkinson, Fire Chief

“This will make our interactions more positive.”

Dwayne Kwolick, Manager of Operations

“We learned lots of easy ways to use in day to day activities with our customers to make it a positive experience for everyone.”

Sonya Johnston, Accounting Clerk

“This will enable us to understand our customers’ needs and to effectively communicate with them to address those needs.”

Paul Clarke, Equipment Operator

“I will be paying closer attention to how I respond to questions and how I give answers to those customers.”

Chris Loitz, Utility Operator

“Very well done! This will help the staff to be more compassionate and understanding.”

Rita Odenback, Finance Manger

“As someone who is considered to be ‘on the bottom’ or ‘just a laborer’ this presentation will be helpful to increase my own assertiveness to solve problems with co-workers.”

Alyssa-Lynne Perry, Summer Laborer