



**Participant comments from Jeff Mowatt's
"The Art of Public Service... Influence with Ease" and "Avoiding Round One"
seminars held November 26, 2014**

"This seminar will impact me personally in a big way as it shines a light on the importance of choosing my words carefully."

Steven Vella, Accounting Clerk III

"Jeff's tips are easy to apply, relevant, simple and effective."

John Rosenberg, Director of Engineering & Operations

"This will improve communications and open up relationships to create a positive customer service experience."

Gary Faykes, Building Official/Fire Fighter

"This has all of us thinking about customer service delivery; both internal and external."

Dawn Miles, Development & Licensing Service Clerk

"This will improve our service to customers, and these skills are transferrable to personal life."

Jennifer Cochrane, Executive Assistant

"This will have a positive impact on our organization; better customer service and communications between staff."

Julie Crockett, Corporate Service Clerk

"I think we will be better public servants as a result of this training."

Robbie Harbicht, Town Worker

"This will result in better telephone communications, and will help to improve our department's image."

Troy Mollin, Fire Fighter/ Emergency Program Officer

"This makes us all think about how we are perceived and how we react. Puts ourselves in others' shoes."

Sarah Morgan, Accounting Clerk II