



**Battle River  
Credit Union Ltd.**

**Participant comments from Jeff Mowatt's  
*The Art of Member Service... Influence with Ease*  
presentation held May 24th, 2013**

***"I have sat in on many presentations and Jeff Mowatt's was by far the best one I've attended. It changed my view on the value we can add by changing how we talk with our customers."***

Dan Hautzinger, AVP Finance & Strategy

***"This will help make us better lenders and teachers."***

Steve Friend, CEO

***"It was great. Very beneficial, I think this session was a huge eye opener. It's amazing how changing things so subtly can make a big difference."***

Matt Danko, Branch Manager

***"Jeff's session was very engaging and thought provoking. Many excellent ideas presented in a way that it's easy to understand and absorb."***

Darin Winder, Manager Information Services

***"I think everyone will be more proactive rather than reactive. This session will allow and provide the necessary tools to instill confidence in front line staff to become better ambassadors."***

Mickey Mohan, Vice President Operations

***"I thoroughly enjoyed Jeff's session. It will help me to communicate more effectively."***

Paulette Robinson, Manager of Marketing & Communication

***"Speaking and rewording phrases will make a major change in my attitude and others around me."***

Yvonne Schell, Branch Manager

***"Excellent session! It will have us being much more aware of how our words and actions influence out members and ensure our members know and feel we are focused on their needs and their best interests."***

Rory Sperling, Branch Manager