

Participant comments from Jeff Mowatt's presentation held October 23, 2008

"This will help us become more customer focused and learn to listen more."

Antoinette Petrillo, Investments Sales

"This simplifies the service delivery for our employees and yet it will enhance their effectiveness."

Claudio Rocchi, Regional Manager

"Well done. This will make me a more comprehensive leader."

Mario Fiorino, Regional Manager

"Jeff provided great tips that are ease to use."

Carmen Patraccone, Area Manager

"Jeff's tips bring back the human touch."

Luc Blanchrad, Branch Manager

"I will use Jeff's ideas and tips to coach my team."

Michel Seguin, Senior Manager

"I will apply these top 7 customer expectations to my working environment."

Lori Duggan, Regional Manager

"This helps us to connect with the client at a heart and soul level."

Sylvia Demirdjian, Regional Market Leader

"This helped to show how by changing words used we can influence behavior within our work place."

Julien St.Jean, Directeur Principal